

Bridging /oice

Best Practice Guide

How to power reset a Tobii Dynavox I-Series device

Many hardware issues can be easily fixed by resetting the power. The issues we've seen include wifi, bluetooth, IR, Eye tracking camera, audio, and everything in between. Anything that seems weird is a sign that you need a power reset.

I-12, I-15, I-12+, and I-15+

1. Turn the machine completely off. Not sleep mode. If the machine turns dark very quickly, that's probably going into sleep mode. The power button on the right side of the Tobii may be set to go into sleep mode. You can turn off the machine completely by going to the Windows button on the desktop and by choosing "shut down"
2. Remove the both batteries from underneath the unit. There is a latch under each battery which releases them. The batteries will initially only come out about half an inch. This is a safety feature so they don't fall on someone. Once they're out and stop moving further, push them back in a little and they'll click to release a secondary latch. Sometimes, you need to wiggle the battery before it continues to come out.
3. Remove the power adapter from the outlet. **The SGD should have no power source at all.**
4. Unplug any accessory from the device including anything from the USB ports such as keyboard, mouse, switch interface; ethernet cable; switches from switch ports; and HDMI cord from HDMI port.
5. Then hold the power button on the side of the machine for 30 seconds. That releases every bit of power from the machine internally. **This is a very crucial part of the process.**
6. Next plug in the power adapter (without replacing the batteries).
7. Turn the machine on and wait until it has completed the reboot and is in Communicator and working.
8. If the power reset is successful put the batteries back in.
9. If the device does not power up, repeat one more time.

If the device powers up fine, it is safe to attach the batteries and any other accessories making sure that the power cord does not fall out when reattaching everything. Leave the power cord plugged in until the batteries are fully charged.

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I-13 & I-16

1. If the device is powered up, shut down the device properly.
2. Unplug the power cord from the device.
3. Unplug any accessory from the device including anything from the USB ports such as a keyboard, mouse, switch interface; switches from switch ports; and headphones/speakers plugged into the headphone port.
4. Hold in the power button until 20 seconds after you see the Tobii Dynavox splash screen appear and disappear.
5. Plug in ONLY the power cord back into the device and attempt to power up the device.
6. If the device does not power up, repeat one more time.

If the device powers up fine, it is safe to attach any accessories making sure that the power cord does not fall out when reattaching everything. Leave the power cord plugged in until the batteries are fully charged.