

User's Manual

Tobii C-Series

C8

C12

C15

CEye

Tobii C-Series User's Manual

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US Patent 7, 572,008 (applies to Tobii CEye)

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1 Introduction

Thank you for purchasing a Tobii C-Series device from Tobii Technology! To ensure the optimal performance of this product, please take the time to read this manual carefully.

The C-Series device is available in three different sizes: the Tobii C8 with an 8.4" screen, the Tobii C12 with a 12.1" screen and the Tobii C15 with a 15.0" screen. The Tobii C12 and C15 can be used with the Tobii CEye, to enable eye control of the device.

This User's Manual covers:

- The C-Series device, models Tobii C8, Tobii C12 and Tobii C15.
- The C-Series Hardware Options program (for controlling the device and licenses).
- Tobii CEye (eye tracking module including Windows Control). Tobii CEye is optional equipment and is only used with the Tobii C12 and C15.

1.1 Intended Use

A variety of communication methods allow Tobii C-Series users the ability to achieve their full potential. A user can communicate via text or symbols to generate synthesized (computer voice) or digitized (recorded voice) speech for face-to-face communication. A user also has the option of communication through e-mail, text messages and chat. With the Tobii C-Series, users also have the freedom and flexibility to write and edit documents, surf the Internet, play music and games, control a TV, DVD and other household appliances via IR remote control and even plan and manage their time – making independence easy. The C-Series devices are available both as a dedicated Speech Generating Devices, with communications software access only, or as open devices with access to the regular Windows environment.

- The C-Series device is not intended as sole communication means for a user but as a complementary communication solution. Low-tech and no-tech Assistive and Alternative Communication (AAC) solutions used as additional methods are recommended as best practice for any person utilizing a high-tech AAC device.

1.2 Package Contents

The items below are included with your C-Series package:

- A Tobii C8, a Tobii C12 or a Tobii C15
- Two rechargeable Lithium Ion (LiPo) batteries
- A DC power adapter/charger including four different plugs for different regions
- A carrying strap, extendable to shoulder strap, for the C8 and C12
- A User's Manual (this document)
- A Getting Started Guide
- Three pairs of side covers, the black covers are mounted on the device
- A stylus
- System restore discs
- Communication software installation disc (if ordered)

The Tobii CEye package (if included with the Tobii C12 or C15):

- A Tobii CEye module with two screws attached
- A Torx T10 screwdriver
- A Getting Started Guide
- A USB stick with the latest necessary software

1.3 Customer Support

For support, please contact your local representative or Support at Tobii. In order to receive assistance as quickly as possible, make sure you have access to your C-Series device and, if possible, an Internet connection. You should also be able to supply the serial number of the device, which you find on the back of the device or in the C-Series Hardware Options, see the **System Information** section in the **Using the Tobii C-Series** chapter.

For further product information and other support resources, please visit the Tobii community www.mytobiicomunity.com and the Tobii website www.tobii.com.

1.4 Warranty

Please read this User's Manual carefully before using the device. The warranty is only valid if the device is used according to the User's Manual and the warranty seal is not broken. Disassembling the C-Series device will void the warranty.

2 Safety

The C-Series device has been tested and approved as compliant to all the Specifications and Standards listed in the **8.3 Appendix C: Compliance Information** section of this manual and in the **8.4 Appendix D: Technical Specifications** section -- including, but not limited to, the Medical Device Standard (Class 1/Type B). Nevertheless, in order to ensure safe operation of your Tobii C-series device, there are a few safety warnings to bear in mind:

- ⚠ Do not place the device on your lap, a pillow or any other soft material when it is powered on, since the material can block the fan and cause the device to overheat.
- ⚠ The C-Series device contains Lithium Ion batteries. These batteries have a storage temperature range of between -20°C and 40°C within 3 month. Only charge the batteries in the temperature range of between 0°C and 40°C. Avoid exposing the batteries to fire or to temperatures above 50°C (122°F). These conditions may cause a battery to malfunction, generate heat, ignite or explode. Be aware that it is possible, in a worst case scenario, for temperatures to reach greater than those stated above in, for example, the trunk of a car on a hot day. So, storing the device, with batteries installed, in a hot car trunk could conceivably lead to a malfunction.
- ⚠ Do not disassemble or harm the battery. Pay attention to the environmental laws and regulations which apply in your area when disposing of batteries.
- ⚠ For safe operation of the C-Series device, use only charger, batteries and accessories approved by Tobii Technology.
- ⚠ Do not open, or modify, the metal casing of the C-Series device or of the power supply, since you may be exposed to potentially hazardous electrical voltage. The device contains no serviceable parts. If the C-Series device or it's accessories are mechanically damaged, **do not try to use them**.

2.1 Avoiding Hearing Damage

Permanent hearing loss may occur if earphones, headphones or speakers are used at high volume. To prevent this, the volume should be set to a safe

level. You can become desensitized over time to high sound levels which may then sound acceptable yet still could be damaging your hearing. If you experience symptoms such as ringing in your ears, please lower the volume or stop using the earphones/headphones. The louder the volume, the less time is required before your hearing could be affected.

Hearing experts suggest the following measures to protect your hearing:

- Limit the amount of time you use earphones or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you cannot hear people speaking near you.

To establish a safe volume level:

1. Set your volume control at a low setting.
2. Slowly increase the sound until you can hear it comfortably and clearly, without distortion.

2.2 Mounting Warning

The C-Series devices should be mounted according to instructions for approved mounts or mounting brackets. However, should the device for any reason harm or damage someone or something due to falling, neither Tobii Technology nor any of its representatives will be responsible or liable for any damages or injuries which may arise. The mounting of devices from the C-Series is done entirely at the user's own risk.

2.3 Emergency Warning

Do not rely on the device for emergency calls or banking transactions. We recommend having multiple ways to communicate in emergency situations. Banking transactions should only be carried out with a system recommended by, and approved according to the standards of, your bank.

2.4 Infrared Warning

When activated, the Tobii CEye emits pulsed infrared (IR) light. Certain medical devices are susceptible to disturbance by IR light and/or radiation. Do not use the CEye when in the vicinity of such susceptible medical devices as their accuracy or proper functionality could be inhibited.

2.5 Epilepsy Warning

Some people with **Photosensitive Epilepsy** are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures.

A person with Photosensitive Epilepsy would also be likely to have problems with TV screens, some arcade games, and flickering fluorescent bulbs. Such people may have a seizure while watching certain images or patterns on a monitor, or even when exposed to the light sources of an eye tracker. It is estimated that about 3-5% of people with epilepsy have this type of Photosensitive Epilepsy. Many people with Photosensitive Epilepsy experience an “aura” or feel odd sensations before the seizure occurs. If you feel odd during use, move your eyes away from the eye tracker.

2.6 Child Safety

The C-Series are advanced computer systems and electronic devices. As such they are composed of numerous separate, assembled parts. In the hands of a child certain of these parts have the possibility of being separated from the device, possibly constituting a choking hazard or another danger to the child.

Young children should not have access to, or the use of, the device without parental or guardian supervision.

3 Overview of the Tobii C8, C12 and C15

3.1 Key Features

The C-Series has several built-in features. Some of these come standard and some can be ordered as additional features.

Standard features: Camera, microphones and speakers.

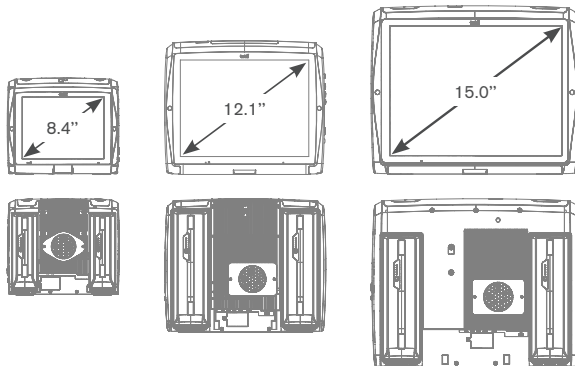
Additional features: Bluetooth, Mobile phone, WLAN (Wireless Local Area Network) and ECU (Environmental Control Unit).

The additional features can be purchased with the initial order or as an additional license after delivery. To order a license, please contact Tobii Customer Service, your reseller or your sales representative.

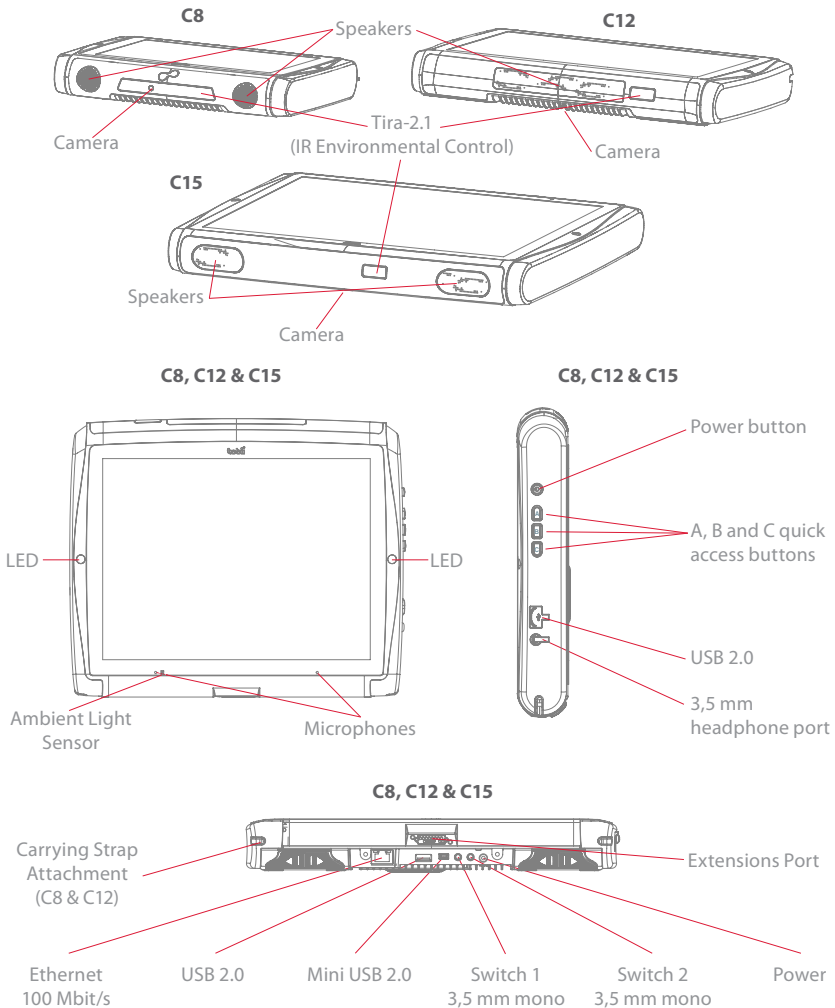
3.2 Product Layout


A C-Series device has a color TFT display with a touch screen. The Tobii C8 has an 8.4" screen with an 800x600 pixel resolution. The Tobii C12 has a 12.1" screen with a 1024 x 768 pixel resolution. The Tobii C15 has a 15.0" screen with a 1024 x 768 pixel resolution.

3.2.1 The Tobii C8, Tobii C12 and Tobii C15



3.2.2 Ports, Sensors and Device Buttons



- 
Never force a connector into a port. If the connector and port do not join with reasonable ease, they probably do not match. Make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port.

3.3 Preinstalled Software

The C-Series device is delivered with all preordered and required software installed and ready to use. Should a reinstallation become necessary at any stage, a setup file and discs are included.

The product number for Windows® can be found on the back of the C-Series device, if there should be a need to reinstall Windows®.

3.4 Configuring the Device

Use the preinstalled **C-Series Hardware Options** to configure the hardware functions on the device. You can access **C-Series Hardware Options** in one of the following ways:

1. Go to **Start menu > Control Panel**.

Start menu 

2. Double-click **C-Series Hardware Options**, , if the Control Panel is in Classic View. If the Control Panel is in Control Panel Home view, click **Additional Options > C-series Hardware Options**.


or

- Double-click on the **C-Series Hardware Options** shortcut on the desktop, .

or

3. Go to **Start menu > All Programs > Tobii > C-Series Hardware Options**.
4. Click **C-Series Hardware Options**, .

In the list to the left, select which hardware configuration you want to change. In the list to the right, the different settings will be revealed. The changes are instantly executed. If you want to cancel the changes click **Cancel**.

Please note that anywhere you see this icon, , an information box is displayed when you briefly rest the mouse pointer on the icon or by touching the icon on the screen.

4 Batteries in the Tobii C-Series

4.1 Batteries

The C-Series device has two battery compartments. The batteries for the Tobii C8 differ in size and capacity from those of the Tobii CI2 and CI5, see the **Appendix C: Technical Specifications**.

Tobii C8 batteries:

- Standard, included.



Tobii CI2 and CI5 batteries:

- Standard, included.



4.1.1 Hot Swappable

You can remove/replace one battery without switching off the device, providing that the remaining battery is sufficiently charged. The remaining battery requires being at least 5% charged to maintain device operation.

4.2 Charging


The batteries should only be charged using the included adapter, or by using the Tobii C-Series Table Charger (not included, separate purchase required). When the C-Series device is shut down and the adapter is plugged in, the charging of completely discharged batteries may take up to 6 hours. The device can be used while the batteries are being charged, though this may affect the time a battery takes to reach full capacity.

- ⚠ **To be sure that charging takes place in both the C-Series device and when using the C-Series Table Charger, be sure to plug the adaptor into both the wall socket and the device or Charger BEFORE you insert the batteries.**

The expected battery lifetime is 500 charge/discharge cycles. After that, the capacity of the battery will decrease by about 20% in usage time.

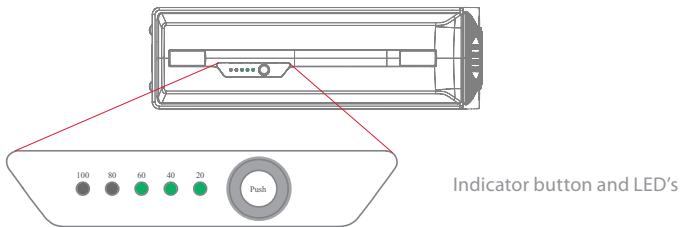
See **Safety** chapter for battery storage and charging temperatures.

4.2.1 Checking Charge Level



Click on the battery icon,  in the Notification area to see the remaining charge of the battery, which is installed in the device.



You may also, at any time, check the status of a battery by pressing the indicator button on the face of the battery. Five LEDs (light-emitting diodes) will indicate the remaining charge level. For example, three lit LEDs indicate a 60% remaining charge.



When charging, the highest capacity LED indicator will be blinking.

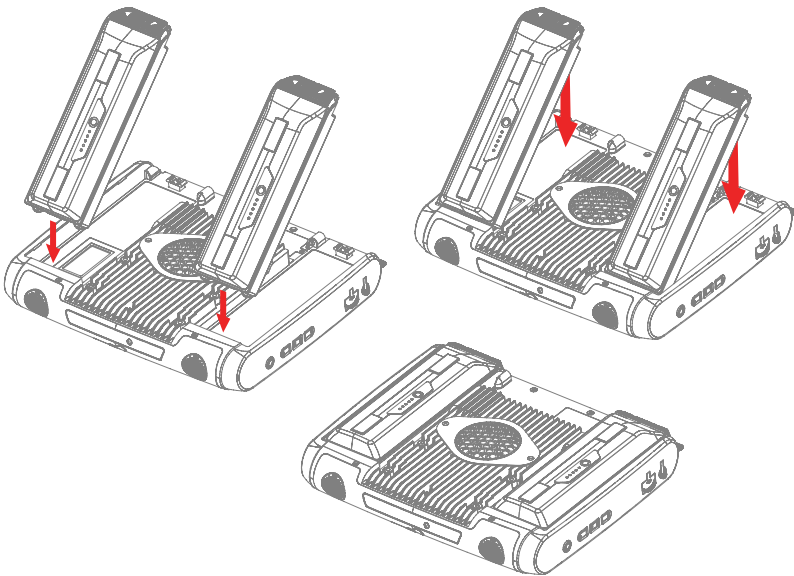
-  The lowest capacity LED indicator (the “20” LED), will also blink when the indicator button is pressed if the battery’s capacity has dropped below 10%. So don’t rely upon the blinking of the 20% indicator as a guarantee for charging.
-  If the batteries have been deeply discharged (this can happen by leaving an empty battery inserted in the C-Series device without the power adapter connected) you may not see any indication of charging when you reconnect the adapter properly to the C-Series device or the Table Charger. It may take some time (even up to 20 minutes) before you see an LED indication that any charging is taking place. The battery IS being charged during this duration though it is a recovery charge raising the level enough to begin normal charging.

4.3 Inserting and Releasing the Batteries

For safety reasons, the C-Series device is delivered without the batteries inserted. The batteries are delivered only partially charged. The C-Series device can be used right away. It is nevertheless recommended that the batteries are charged for at least two hours before taking the device in use.

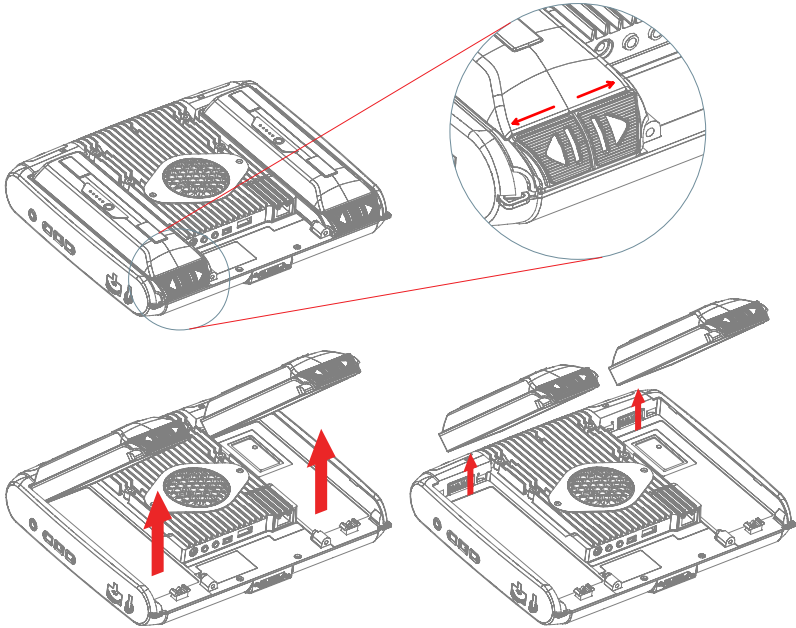
To insert the batteries:

1. Place the C-Series device face down on a flat surface.
2. Insert a battery in the battery compartment.
3. Press the battery down until it locks in place. You should hear a click that confirms that the battery is in a locked position.



To release the batteries:


1. Place the C-Series device face down on a flat surface.
2. Use both hands to slide the rubber feet apart on the battery. You will hear a click as they are released.
3. Lift the battery up and out of the device.



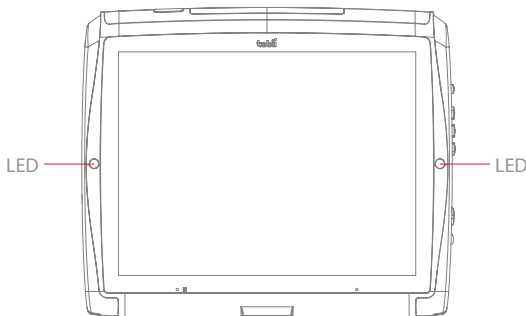
5 Using the Tobii C-Series

5.1 Starting the Device

Start the device in one of the following ways:

- Press the power button on the right side of the device .
- Activate a configured Switch (see **Configuring a Switch to Power On or Off**).

When you have started the device, the LEDs on both sides of the display will first shine blue, then turn green at the start up of the display.



5.1.1 Password Information

The C-Series device is configured to start up, using the operating system present, without a password. Though unusual, there are situations in which the password window could plausibly pop up; for example, when creating a new user in the operating system, when returning from the operating system's sleep mode or when downloading software updates from the internet.

Be aware that creating a new user and downloading updates from the internet could possibly compromise the system and software settings of the operating system that have been set and installed at Tobii Technology.

Should the password window pop up, requiring a password, the default

password on all C-Series devices is, “**Tobii**” (case sensitive). In order to type in the password, an external USB keyboard is required (not included).

If you decide to change the password, be sure to write it down in a safe place for later use.

Suggested place to keep new password: _____

Without the operating system's access password, Tobii Support may be unable to assist you with any future difficulties.

5.1.2 C-Series Welcome Guide

When you start your C-Series Device for the first time you will be greeted by the C-Series Welcome Guide. The guide is a setup wizard that will walk you through four steps that will help you make the most of your device.

Follow the instructions and click on **Next** to get to the next page of the Guide.



Note: The guide will only take about two minutes to complete, but if you wish you can opt out of going through the steps by clicking on **Ask me later**. If you opt out the Welcome Guide will open again the next time you start your device.

5.1.3 C-Series Welcome Center

The C-Series Welcome Center is the program on your C-Series Device where you can access and change the settings that you have chosen during your first setup with the C-Series Welcome Guide, or even run the Welcome Guide again at a time of your choosing.


To open the C-Series Welcome Center:

- Navigate in Windows from your desktop to **Start Menu > All Programs > Tobii > C-Series Welcome Center** and click on the C-Series Welcome Center icon, 

or

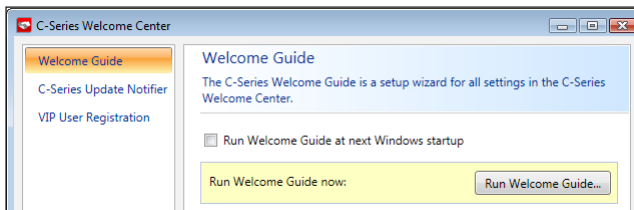
- Navigate in Windows from your desktop to **Start Menu > Control Panel > Additional Options** and click on the C-Series Welcome Center icon, 

or (if you use the “Classic View” for your Control Panel in Windows)

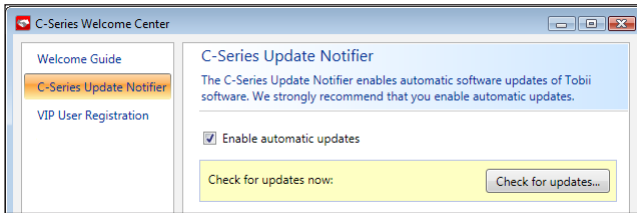
- Navigate in Windows from your desktop to **Start Menu > Control Panel** and click on the C-Series Welcome Center icon, 

Within the C-Series Welcome Center you can:

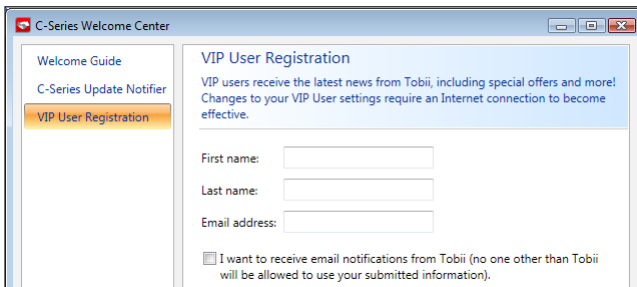
- Run the C-Series Guide immediately or choose to have it run upon the next start up



- Choose to enable the automatic updates for your Tobii software or search for updates immediately (must be connected to the internet).



- Register as a VIP User.



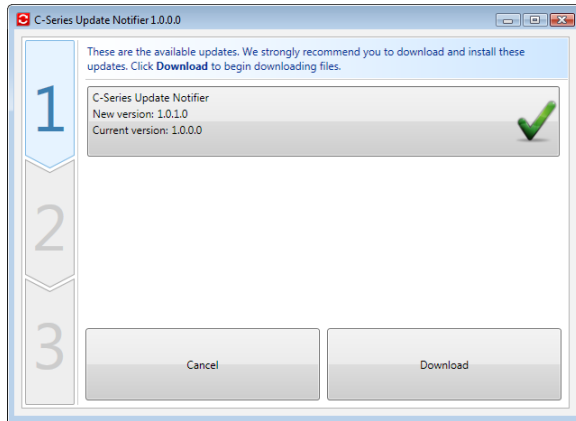
5.1.4 C-Series Update Notifier

The Tobii C-Series Update Notifier is a program that notifies you when the latest software updates for your Tobii Software are available (either automatically, on a regular basis, or manually, at a time of your choosing) and assists you in installing the updates.

If you have chosen to “Enable automatic updates” in either the C-Series Welcome Guide or, later, in the C-Series Welcome Center, the Update Notifier will actively search Tobii’s sites for version Updates of your software.

- To keep your C-Series Device running properly it is highly recommended that you update your Tobii Software on a regular basis and it is therefore highly recommended that you enable automatic updates.

If an update is found the following Update Notifier window will pop up:



The update or updates available will show themselves in the Step One window of Update Notifier as large buttons with a green check mark on the right side. You will also be able to see the version number of the software that you currently have and the version number of the update.

If you choose not to download one or more of the available updates you can click on the button of the update you do not want and the check mark will turn into a red “X” mark.

Proceed in the following way:

- Click the **Download** button to download the updates to your Device and continue to Step Two.
- In Step Two, Click the **Install** button to install the chosen updates on your device and proceed to Step Three.
- Step Three informs you that your system has been updated, click the **Done** button to close the Update Notifier.

If you choose not to “Enable automatic updates” you can still check for updates for your Tobii software and update them manually using the C-Series Update Notifier.

To open and activate the C-Series Update Notifier manually (this opens the Step One window shown above and starts the same automatic update process):

- Navigate in Windows from your desktop to **Start Menu > All Programs > Tobii > C-Series Update Notifier** and click on the C-Series Update Notifier icon, .

5.2 Shutting Down the Device

The device should be shut down using one of the following ways:

- Use the start menu in Windows (recommended when possible).
- Press a configured Switch for two to seven seconds. Please note that pressing the Switch for more than 7 seconds will shut down the device immediately, disregarding any unsaved changes.

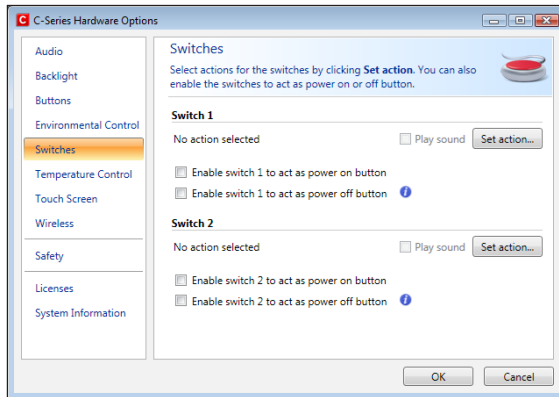
Should you be unable to shut the device down using either of the above, you can hold the power button on the right side of the device down for five seconds. The device will consequently shut down immediately, without waiting for open applications to close. This is not considered a “clean” Windows shut down and is thus not recommended unless completely necessary.

5.3 Configuring a Switch to Power On or Off

5.3.1 Configuring a Switch to Power On

To configure a connected Switch to power on the device:

1. Open the **C-Series Hardware Options > Switches**.
2. Select the **Enable switch X to power on device** check box. To disable, click to clear the **Enable switch X to power on device** check box.



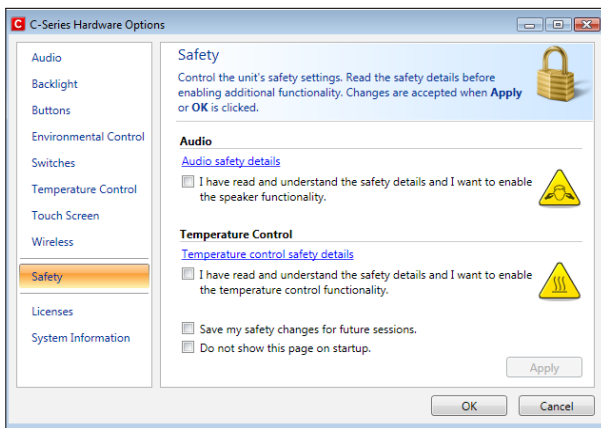
5.3.2 Configuring a Switch to Power Off

To configure a connected Switch to power off the device:

1. Open the **C-Series Hardware Options > Switches**.
2. Select the **Enable switch X to power off device** check box. To disable, click to clear the **Enable switch X to power off device** check box.

5.4 Safety Settings: C-Series Hardware Options

Upon starting the device, the safety settings in **C-Series Hardware Options** will open as the default page automatically (other than during the first start up of the device, when the C-Series Welcome Guide setup wizard will open first). The safety settings exist for the safety of the customer. Be sure to read the safety details before accepting any changes.



5.4.1 Audio Safety

Before you can use the speaker functionality and adjust speaker output settings in **C-Series Hardware Options > Audio** you need to confirm the Audio safety details. To confirm:

1. Open the **C-Series Hardware Options > Safety**
2. Click on the **Audio safety details** text. A new dialog box opens and displays the safety text. Please read this thoroughly.
3. Select the **I have read and understand the safety details and I want to enable the speaker functionality** check box to confirm that you have read and understood the safety text.
4. Click **Apply** or **OK** to save.

5.4.2 Temperature Control Safety

Before you can set the device usage in **C-Series Hardware Options > Temperature Control** you need to confirm the Temperature control safety details. To confirm:

1. Open the **C-Series Hardware Options > Safety**
2. Click on the **Temperature control safety details** text. A new dialog opens and displays the safety text. Please read this thoroughly.
3. Select the **I have read and understand the safety details and I want to enable the temperature control functionality** check box to confirm that you have read and understood the safety text.
4. Click **Apply** or **OK** to save.

You can use the device in a portable or mounted mode. Your choice will affect the maximum allowed device temperature and the fan speed. While having the device mounted, it is allowed to run at a higher temperature.

Specifying device usage mode takes place outside of the **Safety** settings but within **C-Series Hardware Options**. To specify device usage:

1. Open the **C-Series Hardware Options > Temperature Control**.
2. Click on preferred option below **Device usage**.

Important! If the device gets overheated the LEDs on the sides of the display turn orange and the device shuts down. It may take a while before it can be restarted as the unit may first need time to cool down.

Return to **C-Series Hardware Options > Safety** to save changes for future sessions.

5.4.3 Saving Changes for Future Sessions

To save your changes for future sessions:

1. Select the **Save my changes for future sessions** check box.
2. Click **Apply** or **OK** to save. Both the audio and the temperature control settings will be stored in memory. If this check box is not selected when you click **Apply** or **OK** the settings will only be stored until you log out.

5.4.4 Disabling Safety Page as Default Page on Startup

The Safety page is shown by default when the C-Series device is started. In order to disable:

1. Open the **C-Series Hardware Options > Safety**.
2. Select the **Do not show this page on startup** check box.
3. Click **Apply** or **OK** to save.

5.5 Adapting the Touch Screen for the User

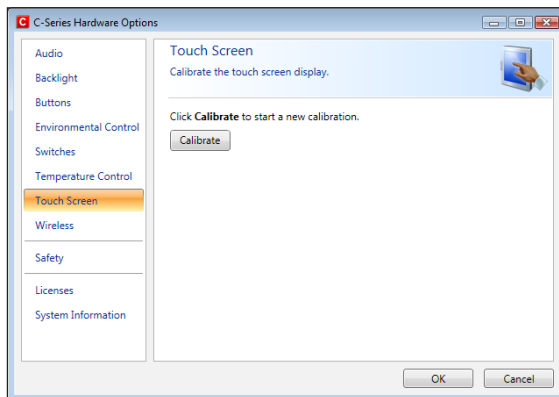
The Touch Screen interprets your touch and moves the cursor to wherever your finger contacts the screen. The Touch Screen can be “calibrated” for your touch, either by the separate touch screen software, TouchKit (Windows Vista), eGalaxTouch (Windows 7), or in the C-Series Hardware Options.

- ❗ Use your finger or a stylus on the Touch Screen. Do not use any sharp objects as the screen could scratch or break.

5.5.1 Calibrating the Touch Screen

Using the Touch Screen calibration in the **C-Series Hardware Options**:

1. Open the **C-Series Hardware Options > Touch Screen**.
2. Press the calibrate button to start a calibration of the Touch Screen. The screen will turn white and display an active red target in the bottom left corner with a progress bar beside it.
3. Touch and hold the target before the 15 seconds is up, it will turn yellow Continue holding until the timer clock has counted up to 100%. The target will then move to the next corner, anticlockwise/ counterclockwise.



Using the Touch Screen software calibration:

1. For Windows Vista: Go to **Start** menu > **All Programs** > **TouchKit** > **Configure Utility**.
For Windows 7: Go to **Start** menu > **All Programs** > **eGalaxTouch** > **Configure Utility**.
2. Select the **Tools** tab.
3. Click on **4 Points Calibration** to start the calibration of the touch screen. The screen will turn white and display an active red target in the bottom left corner with a progress bar beside it.
4. Touch and hold the target before the 15 seconds is up, it will turn yellow. Continue holding until the timer clock has counted up to 100%. The target will then move to the next corner, anticlockwise/ counterclockwise.

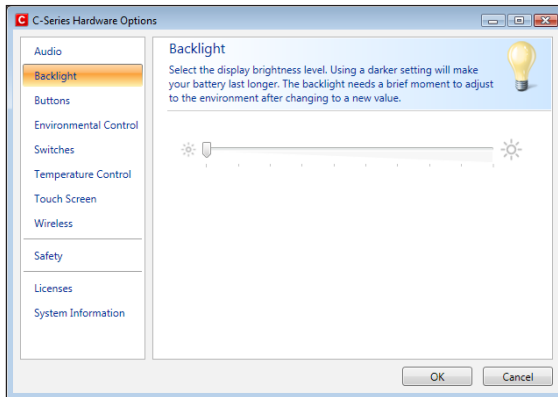


5.6 Adjusting the Backlight

You can adjust the display brightness level by:

1. Opening the **C-Series Hardware Options > Backlight**.
2. Moving the slider to the right to increase the brightness and to the left to decrease it. The backlight needs a short while to adjust when changing the brightness.

There is a sensor on the device which will automatically adjust the screen brightness according to the surrounding light, relative to the selected level.



- Using a darker setting can improve battery life.