Access Troubleshooting Guide

General and Positioning

- Check if the device power is on
- If applicable, check if the other equipment or devices (such as switch, mouse, camera, joystick etc.) are properly connected
- Check if the access method type is properly enabled or selected within the software application being used

- **Positioning**

  ⓘ For a permanent and optimal solution, consult with an occupational and/or physical therapist for assistance with maximizing function in various body positions

  ⓘ Always remember to **position device to user, NOT position user to device!**

Problem	Solutions
Unable to make selections on device and maintain position of body	As a **temporary solution**, stabilize the trunk using pillows or towels to see if this improves functional use of device Try a different access method
Uses device in various positions (e.g. wheelchair, bed, chair, etc.)	Evaluate access methods and mounting for each of the individual's positions
Fatigues quickly in current position	Re-evaluate and/or adjust the current position Try a different access method

Eye Tracking

- For difficulty of any kind, check position of device and person. Reposition if necessary
- Use Track Status Box for calibration

Problem	Solutions
Eyes move better vertically	Reposition device up or down Use device with a smaller screen Adjust calibration area to the part that the user is strongest on
Eyes move better horizontally	Reposition device left or right Use device with a smaller screen Adjust calibration area to the part that the user is strongest on

Calibration results are poor	Recalibrate and/or reposition
	Change calibration target (color, type, animation) and/or background color - this may increase individual's attention to the task
	Decrease number of calibration targets - this will help with decreased attention and fatigue
Accuracy seems to get worse with continued use	Look away or close eyes for a moment
	Gaze at border of target, just above or just below target
	Check track status to make sure camera is still picking up eyes
Glare from glasses interferes with use	Clean glasses
	Reposition device (raise and tilt device more toward eyes)
	Limit or eliminate light coming from behind device towards individual's eyes
	Consider dark frames instead of wire frames
When using dwell to select, difficulty holding eye gaze on buttons for selections	Shorten dwell time
	Change highlight to **invert** rather than outline
	Try other options such as switch or blink
Selections happen too fast or accidentally	Lengthen dwell time
	Use **Pause** feature
	Change highlight to **outline** rather than invert
	Try other options such as switch or blink
	Try gaze feedback options such as shrinking dot or clock
	Provide a rest area visual on the device or screen

Mouse

Problem	Solutions
Difficulty moving the mouse to all areas of the screen	Adjust mouse speed on device
	• Faster speed requires more control but less range of motion
	• Slower speed requires more range of motion but less control)
	Move mouse into different positions (e.g. on the lap, closer, farther, right left)
	** For head-controlled mouse:
	• Check positioning of person and device
	• Teach how to re-center mouse in work area
	Try a different mouse

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Difficulty using mouse button to click	Change to **dwell** for selection (hold cursor over button to select versus clicking)
	Use external switch for selection
	Try a different mouse
When using dwell for selection, unable to hold mouse still long enough for selection to occur	Shorten dwell time
	Change the highlight to **invert** rather than outline
	Add **auditory feedback**
When using dwell for selection, makes accidental selections	Lengthen dwell time
	Move mouse in different position (e.g. on the lap, closer, farther, right, left)
	Use switch for selection
(For head mouse) Cannot follow mouse pointer on screen	Modify mouse pointer properties (color, size, shape) if the options are available
	Change highlight to **invert** rather than outline

Scanning

Problem	Solutions
Cannot activate switch accurately, consistently or in a timely manner	Check switch position
	Try a different switch
	Try a different body part (hand, finger, head, shoulder, elbow, knee, foot, isolated muscle movement)
Hits switch too early	Check switch placement
	Increase scanning speed
	Add **auditory feedback**
	Adjust **hold time**
	• If user hits too early, increase hold time
	• If user cannot hold switch down, decrease hold time
	Adjust **release time**
	• If user hits switch multiple times in a row on accident, increase release time
	• If user cannot select when activating switch multiple times, decrease release times
	Try different scan pattern or method

Hits switch too late	Check switch placement Decrease scanning **speed** Add **auditory feedback** Adjust **hold time** • If user cannot hold switch down, decrease hold time Adjust **release time** • If user hits switch multiple times in a row on accident, increase release time • If user cannot select when activating switch multiple times, decrease release times Try different scan pattern or method
Takes too long to scan and make selection	Increase scanning speed Change scan pattern
Difficulty making accurate selections	Try the zoom / magnify option Try different scan pattern or method
Loses attention to task	Adjust scan pattern Change highlight to invert rather than outline Add auditory feedback

Touch

Problem	Solutions
Difficulty making accurate selections	Increased **hold time** Increase **release time** Change Touch selection type (Touch Enter, Touch Exit) Try a keyguard
Cannot access entire screen	Check device position • Closer requires more motion but less control • Farther requires less motion but more control Try another access method