

# EnSURE Touch Support

Check out the EnSURE Touch Instruction Manual to learn all about your new environmental monitoring system! Visit the EnSURE Touch Frequently Asked Questions section with more answers to commonly asked questions. From the Home screen touch the **Settings** button. From the list of Settings touch the **About** tab on the bottom of the list. You will see your serial number, EnSure software version and the version of Android your device is currently running. Press the circle power button above the screen to power on and turn on the device. The screen will illuminate slightly and within 4 seconds you will see the boot screen. Within 30 seconds the device will be ready for use.

To power off and turn off the device, press and hold the power button for 3 seconds. You will be given the option to log out the current user, power off the device completely, and restart the device.

- When battery power on an EnSURE Touch drops to approximately 15% a warning will appear instructing you to plug the unit into a power source or shutdown.
- Around 5% the unit will let you know that you can't run a test or sync if you try to. You can overcome this by connecting the unit to a power source and charging the battery.
- When the battery gets to approximately 2%, a "Power off" message will appear and the unit will shutdown.

From the Home screen touch the **Settings** button. From the list of Settings touch the **General** tab from the list. Press the **Battery Status** button from the list. From this screen you can see what is draining your battery the most. You will not see any information here if your device is plugged into a charging source.

Typically the screen uses the most battery power. This is followed from other typical functions such as Wi-Fi and the operating system itself.

You can improve battery life by going to **Settings > General > Display & Power Off**. Making display brightness lower, setting a Timeout of 1 minute or less, and turning on Power Off capabilities can all help extend battery life. From the Home screen touch the **Settings** button. From the list of Settings touch the **General** tab from the list. Press the **Display & Power Off** button from the list. From here you

can use the slider to adjust the screen brightness from low to high and choose a Timeout. The timeout is the number of minutes before the screen goes off to conserve battery power.

In addition you may also choose when the device powers off completely. You can choose to have it power off after a certain amount of time after the display shuts off or at a set time daily. From the Home screen touch the **Settings** button. From the list of Settings touch the **General** tab from the list. Press the **Date & Time** button from the list. If you are connected to Wi-Fi keep **Get Date & Time From** set to Internet and touch the **Update** blue button at the bottom of the screen. Afterwards touch the blue **Done** button.

If you would like to manually set your date and time choose **Manual** from the **Get Date & Time From** dropdown. You may then manually select your time zone, date and time. Once you are done entering that information touch the blue **Done** button at the bottom. From the Home screen touch the **Settings** button. From the list of Settings touch the **General** tab from the list. Press the **Language** button from the list and choose the language you'd like to use by touching on it. You may then return back to the Home screen or continue using the device in the new language. From the Home screen touch the **Settings** button. From the list of Settings touch the **About** tab on the bottom of the list. Press the **Check for update** blue button. New Knowledge Base articles are added monthly!