

Digital Lifeline: Equipment User Guide

Each beneficiary will receive three items of hardware:

1. **Lenovo Tab M10** ([Device User Guide](#))



2. **Huawei MiFi**



3. **Three SIM Card**



The SIM card is inserted into the MiFi unit, on the back, underneath the battery.

Guide for Community Partners

You have the task of setting up the device before delivering. This checklist makes the task as clear as possible. If you have not set up a device before, allow yourself plenty of time. Remember, the more devices you set up, the quicker and easier it will become.

Receiving The Device

1. When you receive the equipment, check for any damage.
2. Unbox and remove any plastic protective coverings. Keep the original box as you will need to repack the device for delivery.
3. Familiarise yourself with the tablet and make a note of the tablet serial number.

Charging the Device

4. Assemble the charger by putting the wire and plug together. Attach the charging cable to the device.
5. Charge the device fully before setting it up. This could take up to two hours.

Using The Device The First Time

6. Switch the device on, by pressing and holding the power button for 2 seconds
7. Select the language required from the drop down menu on the first screen.
8. The Lenovo license agreement will appear. The button at the end of the document can be selected to close it.
9. The User Experience Program will appear. This is optional.
10. The next screen offers Google services. These include location information for GPS, maps and tracking services. You can choose to select or reject these services. Remember: Set the location of the recipient and not your own location.
11. Next, set the date and time correctly.

Connecting to the Internet

12. To continue to set up the device, you must connect it to the internet. If you have a WiFi network in the place you are setting up the device, connect to it to complete the set up. This means you are not using up the data on the Three SIM card.
13. Choose the WiFi network and connect. You must manually enter the password.
14. The tablet may automatically check for updates. Wait for it to complete this process.

Creating a Google Account

15. You will be prompted to set up a Google account. This is needed in order for you to download the required app's.
16. You can create a Gmail address by following the instructions on the screen.
Note - You may choose to support the learner to change it to their own Gmail at a later time.
17. Next you will be asked to review the apps which have automatically been stored on the tablet. These included games. You can choose to uninstall any which you do not wish to be on the tablet.

Setting up a Screen Lock

18. You will be prompted to set up a screen lock. To do this follow the instructions on screen. You can choose to skip the screen lock set up if you want to support the beneficiary to do it themselves.
 - a. Selecting the 'pattern' lock option may be easiest for beneficiaires.
Note the pattern with the serial number of the device. Consider setting the same pattern for all devices to avoid confusion.
 - b. The device has a face and voice recognition option for the screen lock.
This will need to be set up with the beneficiary, at a later date.

Adding Links, Apps and Documents to the Homescreen

19. Add an appropriate video calling app. Downloading it from Google Play will automatically create a link to the app on the homescreen.
20. Add any web page links you are advised to, to the homescreen. To do this first navigate to the webpage you want to add. Next tap the three dots in the right hand corner and select 'add to homescreen'. Lastly select 'add automatically' to create a link on the homescreen.

Setting Up the MiFi

21. Before delivering the device, you need to connect it to the MiFi with the Three SIM card.
22. To insert the SIM card:
 - a. Open the back cover of the unit.
 - b. Slide the SIM card lock back and insert the SIM card with the chip facing downwards.
 - c. Slide the lock back over the SIM card.
 - d. Insert the battery.
 - e. Replace the back cover.
23. To switch the device on, press and hold the power button until the lights appear on the front indicators.
24. To Connect the device to the MiFi:

- a. Select the Three Wifi in the 'Network and Internet' settings of the tablet.
 - b. Enter the network key as printed on the back of the MiFi device under the back cover.
25. Ensure the connection is working properly before delivering the device.

Note:

The charging cable does not come with its own plug. The cable is compatible with the Lenovo TabM10 plug. You will need to charge either the tablet or the Mi-Fi device at separate times.

Notes on Using The Device

26. The screen will automatically orientate to the position in which you hold the device.
27. It is possible to set up many accounts on the device if more than one person will be using it. There is also an option to set up children's accounts.
28. To close an app, swipe the top or bottom of the screen. The square will appear on the bottom right which you can use to close any open apps. The circle will return you to the home screen without fully closing the app.
29. The blue card slot on the side of the device, is opened with a fingernail. It does not open by pressing.
30. Google Meet is already available on the device.

Video Guide

[Video Tutorial](#): This tutorial shows using the device for the first time.

To access AbilityNet support at any point during the Digital Lifeline project:

- Call the free helpline on 0800 048 7642 quoting 'Digital Lifeline'
- Request a service or support from AbilityNet via the web form:
www.abilitynet.org.uk/digital-lifeline