



Points of attention for Return of Merchandise Authorization (RMA)

Note, with these points of attention for RMA you find some instructions, also available on our website on the following pages:

www.handshoemouse.com/FAQ.html and www.HandShoeMouse.com/Tips.html .

Introduction

Before you decide to ask for a Return of Merchandise Authorization (RMA), we would like to draw your attention to the following points.

Technical condition of the HandShoe Mouse

We only accept the return of a mouse after you have contacted our technical support point via an e-mail to info@hippus.nl, which includes your telephone number. If necessary we will then contact you to discuss the issue at stake which made you decide to return the mouse. If appropriate, we will supply you with an RMA code and the necessary information for return shipment.

Note, condition of returned product

It goes without saying, that the HandShoe Mouse can only be returned if it is clean, not damaged and the following is included in the package:

- cable
- dongle / micro receiver (wireless version only)
- instructions
- protective bag

Check of operational functions

Wireless HandShoe Mouse

Cursor does not move on the screen.

To save battery power, see website FAQ, the wireless HandShoe Mouse goes to sleep in 3 separate steps to save battery power.

- First, the mouse is on stand-by
- Second, the mouse goes to battery saving position
- Third, the mouse goes to sleep, the LED light on the bottom is off

To activate the mouse that has gone to sleep, just press one of the operating switches and you will notice the cursor will move on the screen when you move the mouse.

Empty battery

To charge the battery a USB cable is used, see website FAQ.

One can continue working when charging the battery if the dongle is in place.

If the battery has been run down to a virtually empty it is possible that communication between micro receiver / dongle and mouse is lost. Communication has therefore to be re-established.

Cursor does not move, re-establish connection with micro receiver, see website FAQ.

Step 1

Press the small black button on the bottom of the mouse once.

The light on the dongle (antenna in the USB port of the PC / laptop) must come on.

Step 2

Press the small black button again

The light on the dongle will go out

Step 3

Press one of the switches on the mouse to activate the mouse.

You can now move the cursor on the screen.

Wired HandShoe Mouse

Cursor does not move on the screen.

It is possible that the USB cable has been damaged.

To check if the cable is damaged, please wiggle the cable at the side of the mouse just behind the USB plug, move the cable from left to right.

If the cable is damaged the light of the optics will go on and off or will not burn.

Note, when you look at the bottom of the mouse you can see the key hole where the light is situated.

If the cable is damaged, Hippus will replace the cable. This is the virtue of the HandShoe Mouse, you do not have to replace the mouse.

General, communication is lost, wired and / or wireless

If communication is lost, please also check the USB connection of your PC or laptop.

It is a well known fact that these USB connections can be damaged.

A damaged connection will prevent good communication between mouse and PC or laptop.

Switches do not function

It is possible that left or right hand switch does not work.

This is a rare phenomena but the mouse can be repaired.

From an environmental objective Hippus has the company policy to try to repair in stead of throwing away.

HandShoeMouse does not perform according to expectation

Please reflect on the following questions.

- do you have the correct size mouse?
- have you adjusted the cursor speed to medium, cursor control?
- do you lay your hand in the correct, fully relaxed fashion on the mouse?

Cursor control

To control the HandShoeMouse, one can move both arm and hand from the wrist.

For easy cursor control using the HandShoeMouse the cursor speed should be set at around medium. Most people have set the cursor speed far too high.

High cursor speeds instigate unnecessary muscle tensions.

If the cursor setting is according to our advice (medium speed), the distance to move the cursor diagonally over a 20 inch screen, is not even 2 inches.

Note, for the advised cursor speed, have a look under FAQ on our website, there is a small movie to show how to adjust the speed.

Please look at our website www.HandShoeMouse.com/Tips.html.

Here you will find advice how to use the HandShoe Mouse to be able to enjoy all the relaxation and thus advantages.

General position of the hand, make sure that:

1. the hand lies in a relaxed fashion on the mouse
2. finger tips should be close to the desk top to enable easy switching
3. lower arm is supported

How to experience the relaxation of the HandShoe Mouse:

1. the HandShoe Mouse is like a saddle for the hand
2. the whole hand is relaxed, so any movement is noticed
3. to switch only a minor action of the relaxed finger is required
4. the fingertips should press the switches close to the desktop
5. to click at a higher point on a switch will require more force
6. one should NOT press the switches with lifted and bent fingers



wrong, strained bent fingers



correct, fully relaxed fingers

Do not forget to also support the forearm, see www.handshoemouse.com/Tips.html

Weight of the HandShoe Mouse

The HandShoe Mouse has been weight compensated to allow optimal relaxation for your muscles which are active when you move the mouse over the desk top.

The optimal weight has been scientifically established.

To allow you to adapt the weight of the HandShoe Mouse, compensation weights can be removed. On the bottom of the mouse you will find the cover of the weight chamber (see Tips on the HandShoe Mouse website).

This cover can be removed and a number of platelets can be taken out.

Please pay attention that the mouse has been provided with the optimal weight.

However, if preferred, one can reduce the weight if one thinks this more comfortable.