

Desktop
FOR MACINTOSH

CIRQUE®

GLIDEPOINT®

Q AND A

The GlideGuarantee™ Program

Welcome to our family of GlidePoint® products! Cirque is proud to offer the comprehensive GlideGuarantee™ program for your convenience. Simply return the enclosed registration card and receive:

\$ Toll-free Support!

Toll-free support provides access not only to great technical help, but also to excellent customer service for inquiries and new product information.

☎ ReadyResponse!

ReadyResponse is a Cirque promise that a support call will be answered quickly and efficiently.

➔ ReadyReplacement!

ReadyReplacement allows cross shipment of a new unit at Cirque's expense if a problem with your GlidePoint is the manufacturer's responsibility. This means that money you spend on our product will not be compounded by shipping charges.

💻 Bulletin Board Service!

Cirque's on-line BBS allows you to download files and technical messages. We encourage you to leave your feedback on the message board!
BBS access: 801-467-0128.

📁 Information Access!

Cirque will store your registration and support information under your product's serial number, making you eligible for free driver upgrades and new product information whenever they become available.

Note your product's serial number here: _____

Cirque GlidePoint® Desktop is ready to use as shipped, but occasionally questions come up during installation, use, or customization. This reference contains the 12 questions most frequently asked of our support representatives. If you have a question, look through this booklet before calling Cirque support.

Installation

Q1. I've installed Cirque's software from the disk, and now I want to uninstall it. How do I do that?

A1. To uninstall the drivers and utilities, simply drag the GlidePoint icon from the system folder to the trash icon. Pull down the *Special* menu and select *empty trash*.

Q2. Where do I plug in the device?

A2. The trackpad plugs into either the Apple Desktop Bus (ADB) port located on the back of the computer or the pass through ADB port on the keyboard.

Q3. Which of the two connectors should I use?

A3. Use the male connector (with pins) to plug GlidePoint Desktop into the ADB port. Use the female connector (without pins) to connect additional devices through the ADB port.

Use and Customization

Q4. How do I drag, draw, or highlight with the trackpad?

A4. Tap twice on the pad without lifting up on your second tap and move your finger across the surface. If you continue to have difficulties, try running the tutorial included on your Cirque disk for a demonstration and practice

Q5. Can I turn off taps on the surface of the pad?

A5. Yes. Go into the GlidePoint Control Panel and set the tap to "NONE".

Q6. How do I link GlideSets? Why would I want to do that?

A6. GlideSets can be attached to applications. For example, when you load your word processor, a set of commands for your trackpad may load at the same time. (i.e. cut, paste, delete, etc.)

Program the trackpad in the CUSTOMIZE screen. Save this "GlideSet" under a new name.

To attach your GlideSet to as many applications as you like in the LINK GLIDESSETS screen, follow these steps:

1. Select the application(s) from the application list on the left side of the screen. (Click on "new" if your application isn't loaded.)
2. Select the GlideSet you want to use from the list on the right.
3. With item(s) highlighted in each column, click on "attach". Your GlideSet is now linked to the designated application.

Q7. How do I modify GlidePoint's orientation and button assignments?

A7. You may make various adjustments to the trackpad in the CUSTOMIZE screen in the GlidePoint control panel.

1. Install the Cirque software. (see "Read Me First" manual)
2. Open the GlidePoint control panel.
3. Click on "customize".
4. To program a button or tap, move your cursor into the area designating a button or tap
5. To adjust speed, sensitivity, etc. use the pull-down menus in the middle of the CUSTOMIZE window.

Troubleshooting

Q8. I can't get taps on the pad to work. Am I doing something wrong?

A8 Tapping takes a little practice. Tapping too hard is ineffective as is tapping too slow. A light, crisp touch works best. Try running the tutorial included on your Cirque disk for a demonstration and practice.

Q9. When I let go of a drag, draw, or highlight operation, the trackpad does not release my cursor right away. Why?

A9. GlideExtend™ is a Cirque feature that allows you to lift your finger and continue your motion from the center of the pad. Check to see if GlideExtend is set to "ON" or "EDGE ONLY" in your control panel:

→ In the ON position, this feature holds any drag, draw, or highlight motion for three seconds after your finger lifts from the pad.

→ In the EDGE ONLY position, this feature holds a drag, draw, or highlight function for three seconds when you reach the edge of the trackpad.

You may release the cursor by tapping once on the pad, pressing a button, or waiting a few seconds.

To disable this function, go into your GlidePoint Control Panel and set GlideExtend to OFF.

Q10 I can't seem to cross the screen in one motion. How do I adjust this?

A10 The distance traveled by the cursor is determined by finger speed and GlidePoint Control panel settings. To make the cursor move farther (i.e. faster) in one stroke, increase the SPEED setting in the control panel. Increase the ACCELERATION setting in the control panel to boost that speed so that as your finger moves faster the cursor moves faster.

Q11. How does the touch sensitivity setting change the way I use the trackpad?

A11. Adjusting the touch sensitivity to a HEAVY setting will allow you to use a “heavier” finger as you glide and tap on the pad. The NORMAL option returns the pad to the default, or “lighter”, touch setting.

Cirque's Manual and BBS

Q12. Does the GlidePoint trackpad have any other user manuals?

A12. Yes. The HELP screen in the control panel explains features and contains helpful hints for using your trackpad. Also, an animated tutorial is available on your Cirque disk to demonstrate trackpad use and provide practice for new GlidePoint users.

Q13. How do I access Cirque's BBS?

A13. To log on, follow these steps:

1. Have your GlidePoint Desktop serial number handy
2. Call 801-467-0128
3. Follow the “log on” prompts

CIRQUE[®]

433 W. Lawndale Drive Salt Lake City, Utah 84115 USA
ph: (801) 467-1100; fax: (801) 467-0208