

Accent™
1200



Hardware Manual

CE
PRENTKE ROMICH COMPANY

Acknowledgements

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ELECTRONIC INTERFERENCE INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning! Changes or modifications to this product which are not authorized by Prentke Romich Company could exceed FCC limits and negate your authority to use this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. You can determine whether this product is causing interference in your radio or television by turning this product off. If the interference stops, it was probably caused by this product or one of its accessories. You can attempt to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move this product to one side or the other of the television or radio.
- Move this product farther away from the television or radio.
- Plug this product into an outlet that is on a different circuit from the television or radio; that is, this product should be controlled by different circuit breakers/fuses from the television or radio.
- If necessary, contact a Prentke Romich Company service technician for assistance.

Bluetooth Adapter

These devices comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) these devices may not cause harmful interference, and (2) these devices must accept any interference received, including interference that may cause undesired operation. The Bluetooth device contains FCC-ID POOWML-C40. Bluetooth QD ID B013848

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations. Cet appareil numérique de la classe B respect toutes les exigences du Règlement sur le matériel brouiller du Canada.

CE ENVIRONMENTAL INFORMATION: Use: 0° - 45° C; Storage: (-20°) - 50° C; 95% maximum relative humidity @ ambient temperatures less than 40° C.



Attention! Consult accompanying documents. This device not intended to be an emergency call device or sole communication aid.



Warnings!

- When operating this device in a medical environment, do not use with any product that is not medically approved. Follow all rules for appropriate cell phone and wireless device use.
- Any mounts used should be fitted by a qualified person. Failure to install the mounting system according to the manufacturer's instructions may result in an injury to the user.

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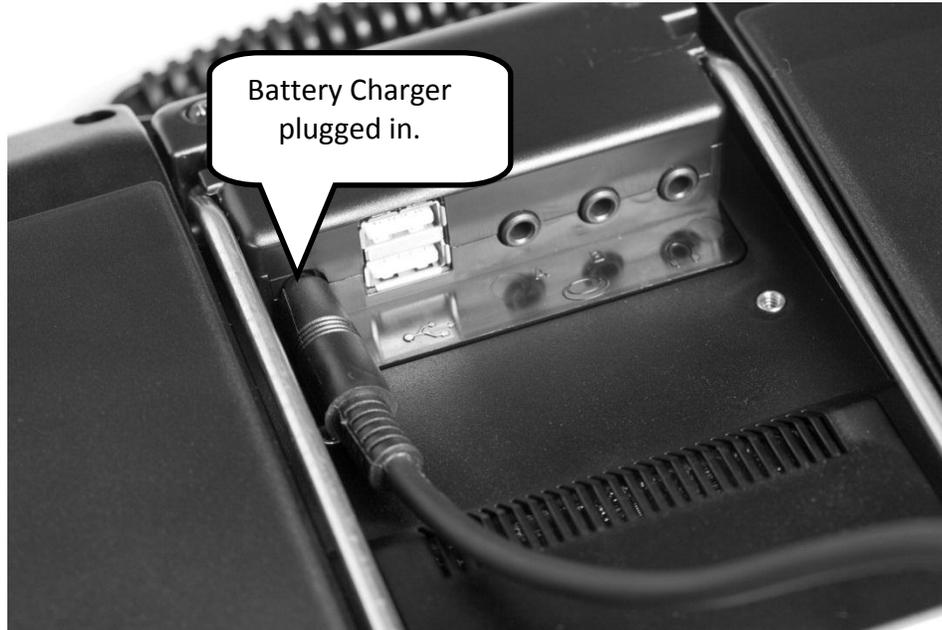
AccentTM 1200 Hardware Manual

This manual introduces you to your physical device and its accessories and explains how to use them.

To learn about the NuVoiceTM software inside your device, use the Help button  to the right of the Text Display Area when your device is turned on. You can also download the **NuVoice Software Manual** to your computer from the PRC web site: www.prentrom.com.

Turning Your Device On the First Time

Plug in the **battery charger** and then press and hold the **BACK ON/OFF** button.



Plug the battery charger that came with your device into the battery charger jack in the connector module on the back of your device. Plug the other end of the battery charger cable into a working wall outlet.



Press and hold this button until LED glows blue

- **On the left side of your case, near the top back**, press and hold the **BACK ON/OFF** button until it glows blue. Then release it. Your device will boot up. This may take a few minutes.
- Leave the battery charger plugged in until the **Charging LED** on the front of the case begins to flash very slowly or stops flashing. This may take awhile. ⤴ A slow flash indicates the batteries are full but the charger is plugged in.
- To continue setting up your device, follow the directions you see on your display screen.
- **From now on**, use the **FRONT ON/OFF** button on the front of the case  to turn your device Off and On.

See [Windows Power Management](#) for more information about configuring your ON/OFF button.

A Note About the BACK ON/OFF Button

⤴ You will rarely use the BACK ON/OFF button.

➡ For normal, everyday On/Off use, always use the **FRONT ON/OFF** button  to turn your device Off and On.

- You will use the BACK ON/OFF button the very first time you turn your device On. When your device is On the BACK ON/OFF LED will glow blue.
- You may have to use this button if you are having problems with your computer and Windows®. See [Windows™ Troubleshooting](#) for more information.
- You will have to use this button if you are removing your device from Ship Mode. See the Help information in your device for the MAINTENANCE MENU/Battery Menu/Ship Mode option.

When you turn your device OFF using the **FRONT ON/OFF** Button , the BACK ON/OFF LED will blink blue to indicate that it has gone to sleep. When you turn your device back ON using the **FRONT ON/OFF** button, the BACK ON/OFF LED will stop blinking and glow blue again.

The **FRONT ON/OFF** LED will glow green when your device is on. It is unlit when your device is off.

The Touch Screen



Do not use sharp, pointed objects on the touch screen!

The touch screen scratches easily and can become permanently damaged.

This touch screen is designed to be used with a finger.

➡ **To use a stylus or a headstick, you must use one made specifically for a capacitive touch screen.** Anything else will harm your touch screen and may cause your device to stop working.

Type “capacitive touch screen accessories” into your computer’s Browser to find out what is available.

Cleaning

The touch screen is very sensitive. Fingerprint smears, dust and grime, saliva, etc., will affect its performance. The screen also reacts to raindrops and extremes in temperature (condensation).

Use a lint free cloth like those that are used to clean flat screen TVs and computer screens.

Use a household glass cleaning product such as Windex™, or a cleaner made for computers and flat screen TVs, or rubbing alcohol. ➡ **Do not use solvents or abrasives** on your screen or your case.

Lightly spray the front of your device with the cleaner. Dry and polish the screen with the lint free cloth. The polishing will remove any cleaner residue which may interfere with the effectiveness of the screen.

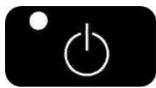
If the screen gets wet from rain, saliva, condensation, etc., clean and wipe it dry immediately.

➡ See [Cleaning and Disinfecting](#) in the **Troubleshooting** section of this manual for more information.



The touch screen is a liquid crystal display (LCD). Should the display break (unlikely except in extreme circumstances) and you come into contact with the liquid crystal, wash and rinse your skin thoroughly. Be careful to avoid splintered glass.

The Front Panel



FRONT ON/OFF Key

After the first-time-start-up, use this button to turn your Accent On and Off. When your device is ON the LED is green. When your device is OFF, the LED is not lit.

➡ See [Turning Your Device On the First Time](#) for initial start-up instructions and more information about the FRONT ON/OFF and BACK ON/OFF buttons.



BATTERY CHARGING

When the battery charger is plugged in, this LED will flash.

If the batteries are very low when you plug in the charger, the LED will flash rapidly until the battery is charged.

When the batteries are mostly or fully charged, the LED will blink about once a second to indicate the charger is plugged in.



LOW BATTERY

Your device has two batteries that run the NuVoice system software and firmware. These batteries are under the battery doors on the back of your device.

When these batteries are low, this LED will light. You will also hear a warning tone from your device.

Once your charger is plugged in, the Low Battery LED will eventually go out and the **Battery Charging** LED will flash.

When the Low Battery LED is lit, always plug in your charger. When the battery warning sounds you will no longer be able to store. Eventually your device will shut down completely.

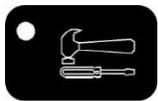


FRONT CAMERA

The front camera is mounted below and between the Battery Charger and Low Battery icons.

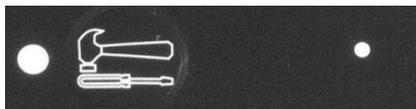
You can use the camera with your device's internal computer and an application/program such as Skype™, Windows® Movie Maker, etc. Follow the directions that came with the camera application you are using.

For picture taking, use the **CAMERA MENU** in your device's Toolbox. Select the **CAMERA MENU** and then the **HELP** button in your device more information.



TOOLS Key

Select this key **twice** to open the Toolbox. Select it **once** to open a menu of often-used Tools you can choose from. See the **TOOLS Menu** in **Help** on your device for more information.



MICROPHONE

The microphone is behind the white dot to the right of the **TOOLS** key. When you are recording messages, speak toward this area.

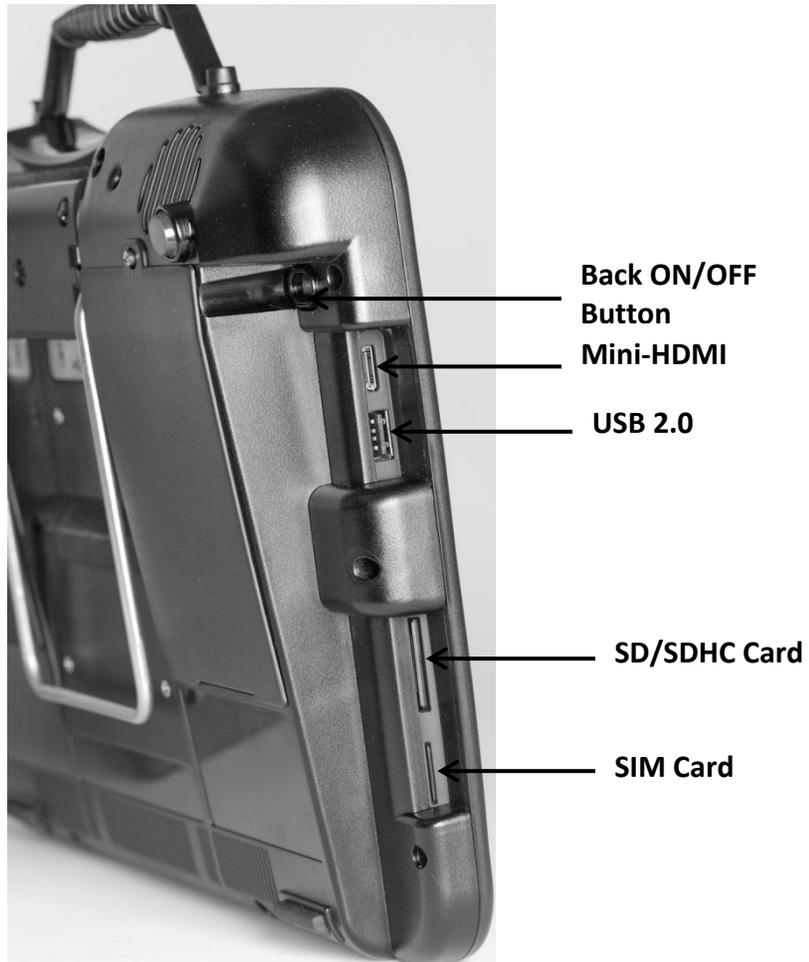


This button is on the far left corner on the front of your case, just above your display screen. It monitors several things that have to do with Windows. **You should rarely have to use it.**

Your device contains an internal battery that runs the Windows system software. This is separate from the Accent/NuVoice batteries. If your battery charger is plugged in, you will see a small amber LED in the rectangular window. A small blue LED indicates that Bluetooth, Wi-Fi, etc. are On. You may also have to use this key to step through a Windows "Advanced Boot Options" screen should something go wrong with your device. See [Windows™ Troubleshooting](#) for more information.

 Your device battery charger charges all the batteries.

The Left Side of the Case



BACK ON/OFF Button

➡ **You will only use this button** the first time you turn your device on, or when you have a problem with your device and have to completely shut down both Windows and your NuVoice software. For more information see [Turning Your Device On the First Time](#) and [Windows™ Troubleshooting](#).

Mini HDMI

HD video and audio. Use this to connect to HDTV monitors



USB 2.0

USB flash drive. Use this for storage and transferring files.

SD/SDHC

Secure Digital card/Secure Digital High Capacity card. Use this for storage and transferring files.

SIM Card

For use with 3G (ATT and T-Mobile).

The Top of Case



You can teach infrared signals for almost any appliance you own that has a remote control. The infrared (IR) area for your device is in the center of the dipping arc on the top of the case (outlined in white in the picture above).

If you want to teach a remote control signal to your device, point your remote control at the IR area.

If you want to send an IR signal from your device, make sure the IR window is facing in the general direction of the appliance you want to send the signal to.

➡ The handle will not interfere with IR signals.

The Back of the Case

Standard Connector Module



Standard Connector Module

Unless you ordered differently, your device was shipped with the Standard Connector Module.

This module comes with the following connectors from left to right:

Battery Charger (in the picture above, the charger cable is plugged in)

2 USB Ports

Switch A

Switch B

Headphone/Line Out

You will also find the following on the back of your device:



Back Camera

The back (rear-facing) camera is on the top back of the case.

➡ The Toolbox contains a menu for this rear-facing camera. Your MAP may also have a Camera Page or a Camera Activity that contains the **CAMERA MENU**.

The back camera is a fairly simple one and can be used to take pictures of things you might like to use for personalized icons or visual scenes.

The camera will zoom in and allow you to pan in any direction.

You can hold a real photograph 6-8 inches away from the lens and take a picture of the photo.

➡ You cannot download pictures to a computer and print them out as you can with a full-blown digital camera.

Wire Table Stand

Pull this out to sit your device upright on a flat surface. You can change the wire stand to a lower angle. See the next page to learn how.

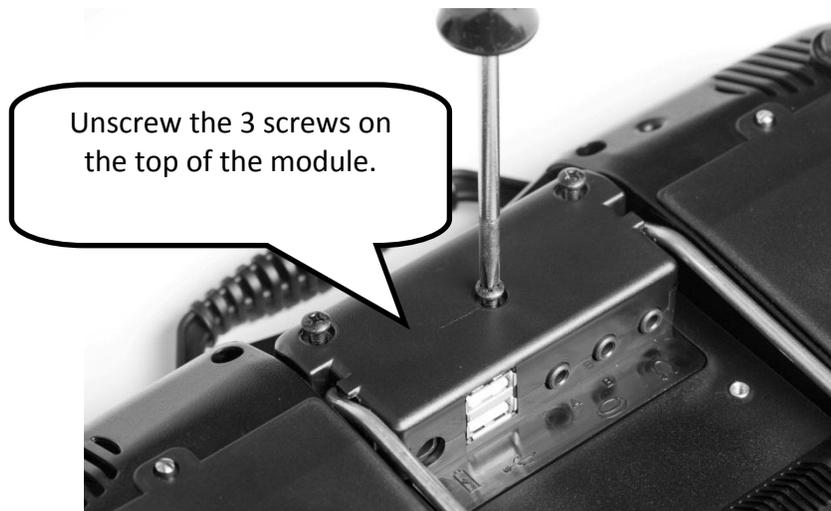
Changing the Wire Stand

The wire stand allows your device to sit on a flat surface at two different angles, high or low. When you receive your device, the stand is set for the higher angle.

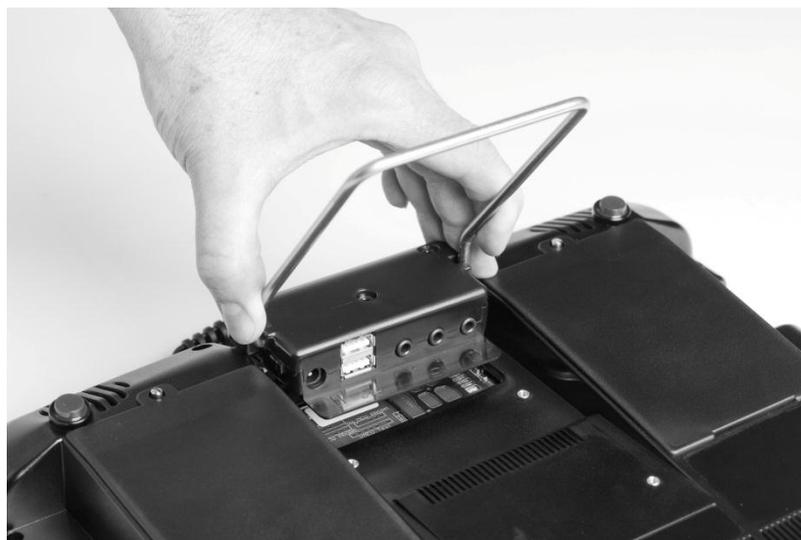


WARNING! Never carry your device by the wire stand!

To Change the Angle of the Stand



Unscrew the 3 screws in module. Place them nearby.



Lift module up and out. Keep the module facing the same direction it was in your device.



Pull wire stand legs out of the module.



Rotate the wire stand 180 degrees and place legs back in module.

➡ **Do not turn the module!**

Just remove the wire stand, turn it around and place it back in the module.



Replace module and put screws back in.

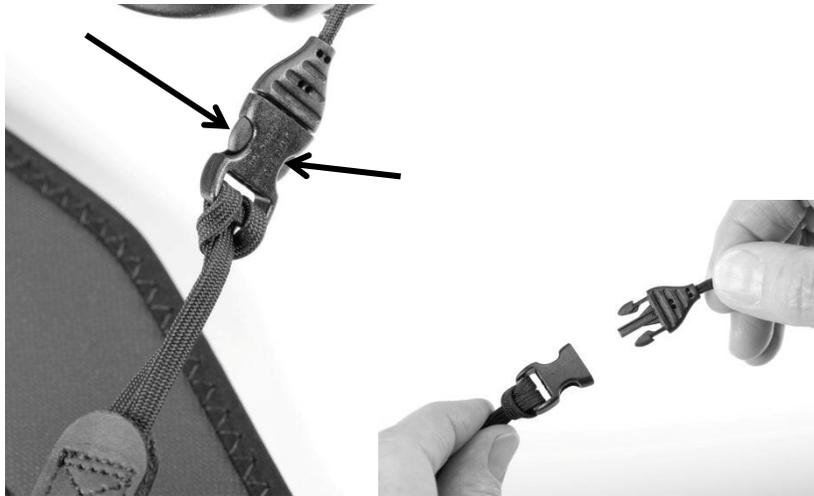


WARNING! Never carry your device by the wire stand!

The Carry Strap



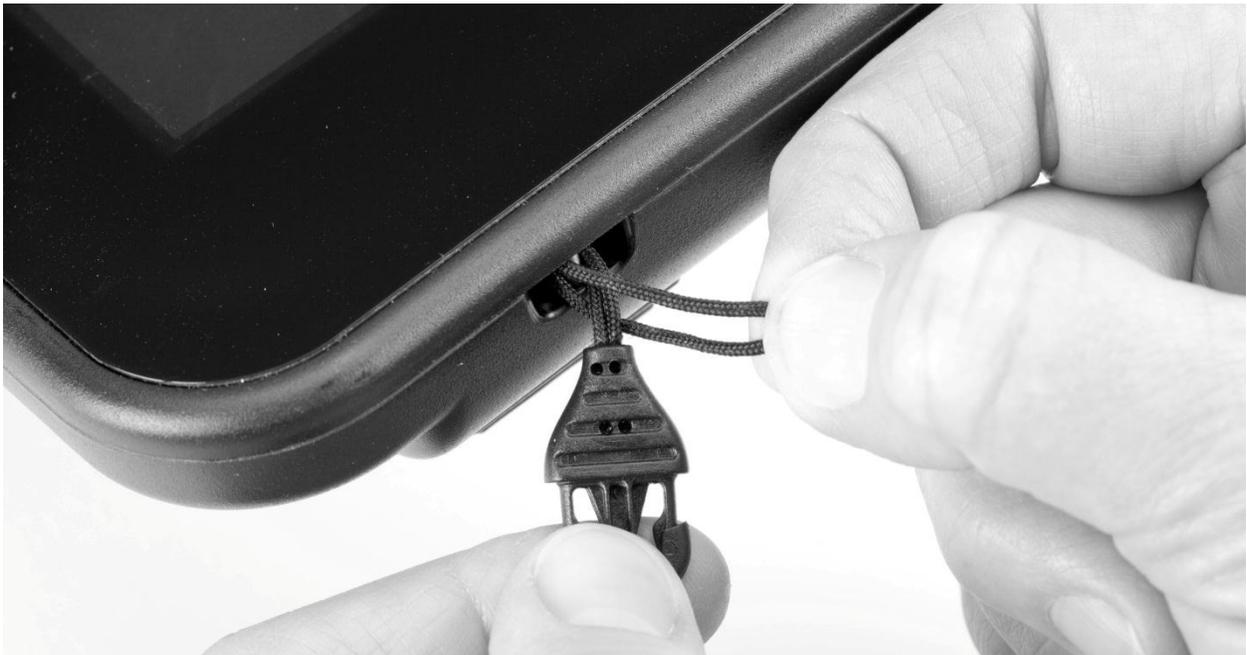
The Carry Strap holders are on the bottom of your device.



At the end of each side of the strap there is loop connector and, on the strap side, a Quick Disconnect connector. Detach the loop connector from the strap by pressing in on the sides of Quick Disconnect connector.



Thread the loop through the carry strap holder.



Thread the connector through the loop and pull snug to the strap holder post.



Insert the loop connector into the strap connector until the two pieces click and hold together.

Repeat these directions to connect the other end of the strap to your device.

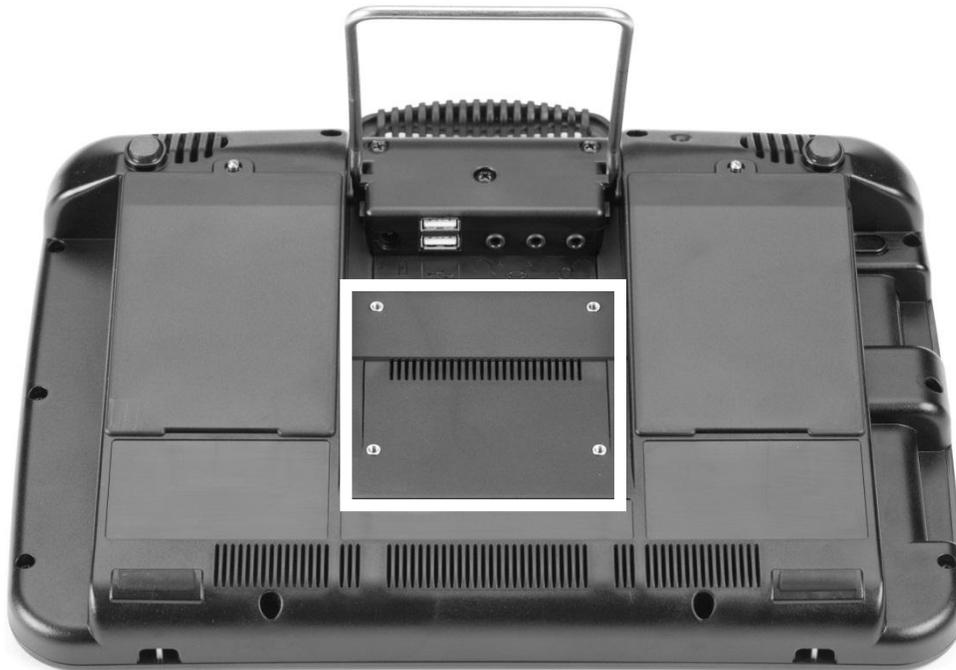
The Wheelchair Mounting Plate

The Wheelchair Mounting Plate and four screws came in the box with your device. With the mounting plate in place you can mount your device on a table stand or a wheelchair mount.

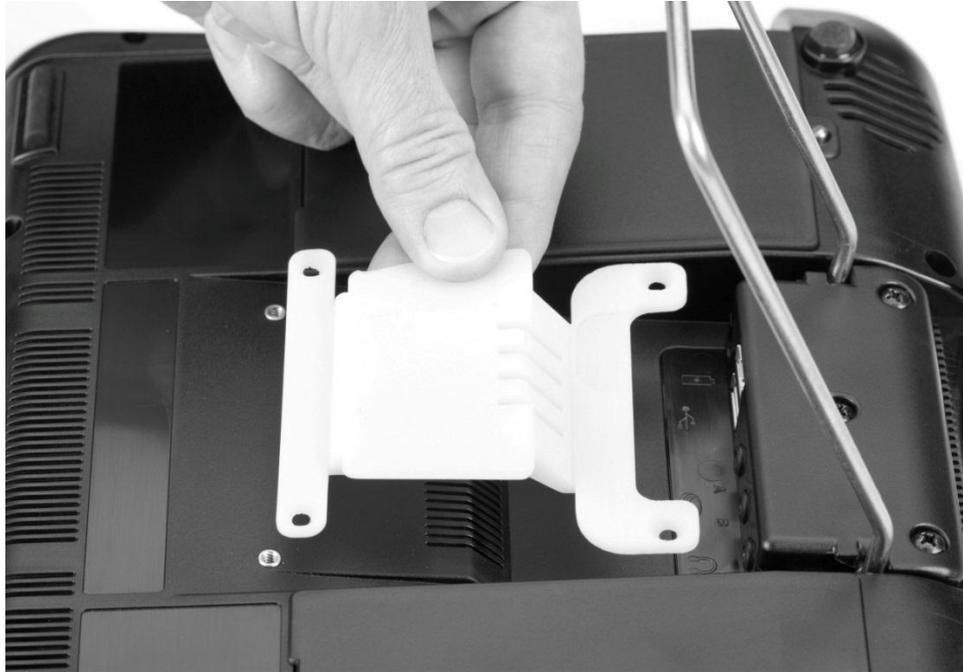
➡ if you ordered a separate NuEye Eyegaze unit, you will use a different mounting plate. Instructions are included with your eyegaze unit.

To Install the Mounting Plate

Place your device face down on a flat surface. Be careful not to scratch your display.



The mounting plate screws into the four small holes outlined in white, above.



Place the mounting plate over the small holes on your device. (Your mounting plate will be black.)



Place the screws through the mounting plate and device holes and tighten the screws.

Battery Information



Always use the battery charger that came with your device. Any other charger may damage your batteries.

How long your batteries last depends on how you are using your device.

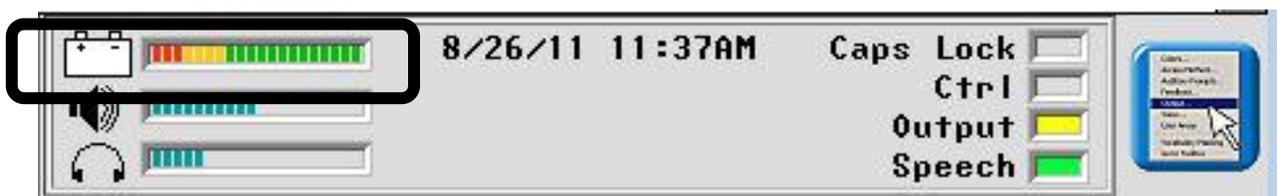
If you are talking, listening to MP3s, using a cell phone and/or the computer nearly simultaneously or for most of the day, your batteries will not last as long as they would if you were just doing one or two things. You may find that you can get about 8 hours of use out of one charge or you may discover that you use your device so heavily that you only get 2-4 hours from a charge.

You will have to spend a few days or a week using your device everyday in different ways to learn how much battery life you will get from a single charge.

Charging the Batteries

A full charge could take anywhere from 8 to 15 hours depending on how many batteries you have in your device and how low they are.

- ➡ The **best practice** is to plug in your battery charger any time the **Low Battery** LED comes on, and every night when you go to bed.
- ➡ The Status Area on your display and the **Battery Menu** in the **MAINTENANCE MENU** are places to check for battery information.



Status Area on your display

Connect to an External Computer with the PRC Bluetooth Wireless Adapter



- The PRC Bluetooth Wireless Adapter is included in the box your device came in.
- At this time you can use one Bluetooth device at a time with your device. If you are using a Bluetooth switch and want to connect to an external computer, you must unpair your switch and pair with the Wireless Adapter instead.

Before You Plug In the Adapter

Notice that the wireless adapter has a PRC label on one side and a label with a white circle and an arrow pointing down on the other. The circle label covers a small switch called the "pair button".

You will have to press this white circle during the set-up process. Depending on where the USB ports are on your computer, it may be difficult to reach the circle and also reach your device. You may want to ask someone to help you.

1. Plug the Bluetooth wireless adapter into the USB port on your computer. Remember where the white circle is on the adapter. The LED on the adapter may flash for a moment when you plug it in.
2. On your device, go to the Toolbox and open the **OUTPUT MENU**.
3. Set **Output** to **ON**.
4. Set **Output Destination** to **EXTERNAL**
5. Set **Output Method** to **Bluetooth**.
6. Press the **Pair with BT Adapter** option.
7. You will see a yellow box telling you to **press the Pair button on the adapter**. Press the **white circle** label on the Bluetooth adapter.
8. The LED on the adapter will begin to blink. When you see a solid light, the adapter has paired with your device and computer. This can take up to 20-30 seconds. In the Status Box in the **OUTPUT MENU** you will see, "Paired, Connected".
9. Exit the **OUTPUT MENU** and go to your spelling keyboard.
10. Open a word document or an application on your computer that you can type into.
11. Begin typing on your spelling keyboard. Your information should appear on your computer screen.

- It does not matter in what order you perform steps 6 and 7. You can press the white circle first, then press the **Pair** option in the **OUTPUT MENU** or vice-versa.

➡ Once your adapter is paired with your computer, it should always be paired. You can remove it from your computer and the next time you plug it in, the LED should light and it should be ready to go as long as your **OUTPUT MENU** is set correctly.

➡ The Bluetooth adapter has a wide range. Your communication device and the adapter do not have to "see" each other to work.

➡ The **Paired Devices** option in the **OUTPUT MENU** allows you to see and re-connect to any Bluetooth devices you have been paired with. **Disconnect** allows you to disconnect from your current Bluetooth device.

Your device can accommodate the following for Internet use:

Wi-Fi for a wireless connection

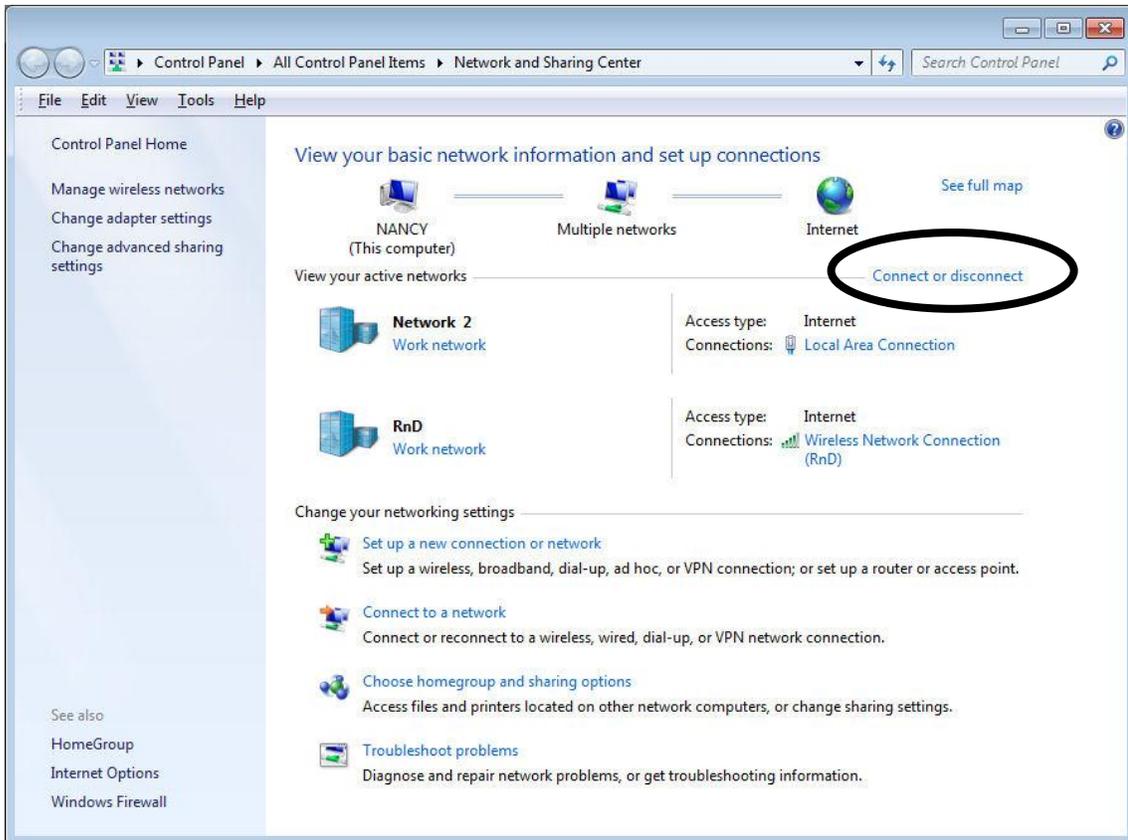
Your device has built-in Wi-Fi. For a wireless Internet connection you must have access to a local Wi-Fi network ➡ See [Set Up a Wireless Internet Connection](#) on the next page for more information.

Set Up a Wireless Internet Connection (Wi-Fi)

- **IMPORTANT NOTE:** PRC is not responsible for the set-up of your wireless network.
- **In this device Wi-Fi and Bluetooth are always ON.**
- If you have, and can use, a USB mouse, you can plug it into your device and use it to select icons on your desktop.

- Turn your device **On**.

- Select the **TOOLS** key  on the front of the case or the  to the right of the Text Display Area.
- Select the **TOOLBOX** key from the TOOLS menu.
- Select the **MAINTENANCE MENU** key from the **Toolbox**.
- Select the **Hardware Diagnostics** key.
- Select the **Network Setup** key.
- You see a screen similar to the one below. Select the **Connect or disconnect** link.



- You see a list of available networks to connect to and their signal strength. If you are at home, your home network should be visible. If you are at school or work, you will probably see more networks to choose from.



- Tap the network you want to connect to.



- Tap Connect.
- Follow the directions on your display.
- You may have to enter a network key or password.
- When you are connected, the Wi-Fi icon in the task bar changes to bright white
- Exit the menu and go to the Internet to test the connection. The Internet Explorer icon  is in the top left corner of your device screen.

➡ Most MAPS also have the Internet Explorer icon on the Computer Pages.

Windows Power Management

You can use the options in this menu whether your device has an internal computer or not.

Windows Power Management is an option in the **MAINTENANCE MENU** in your device's Toolbox.

I/O Function

You can choose what you want your device to do when you select the **ON/OFF** key  on the front of the case to turn your device Off.

➡ If you select something other than **Sleep** or **Disable**, you may also have to use the **back ON/OFF** button to turn your device on. Read the options carefully.

Disable

This disables your I/O button. Your I/O button will not work once your device is turned ON, therefore your device will never turn Off. ➡ This option does not conserve battery energy.

Sleep

Use the **front ON/OFF** button to turn your device Off. You must press the **front ON/OFF button** (or a switch) to turn your device back on. In this mode your device will come back up more quickly than the other two modes. It also returns you to where you were before it went on stand by.

Shutdown

If you select this option, when you use **the front ON/OFF button** to turn your device Off, you must use the **back ON/OFF button** to turn your device back On.

This option completely shuts down your device – the same way the “Shutdown” command does on a computer. In this state your device uses almost no energy. It also means that it will take your device longer to come back up when you turn it back on.

Hibernate

If you select this option, when you use the **front ON/OFF button** to turn your device Off, you must use the **back ON/OFF button** to turn your device back On.

This is very similar to **Sleep** except that your device goes more deeply “asleep”. Therefore it takes a little longer to go into hibernation and to come out of it when you wake it up. Unlike **Sleep**, however, you must use the **back ON/OFF** button to turn the device back On.

Shutdown Windows

If you have set your **I/O Function** to **Sleep** or **Hibernate**, this option allows you to completely shutdown your device without changing your ON/OFF button.

Restart Windows

This gives you a way to restart Windows without having to go to the Windows **Start** menu. You should rarely have to use this.

The following options help your device conserve battery power.

Auto Backlight Dim

This will automatically dim your backlight after the amount of time you set passes.

Auto Backlight Off

This will turn your backlight off automatically after the amount of time you set passes.

Auto Sleep

This will put your device to sleep automatically after the amount of time you set passes. Use the **front ON/OFF button** or a switch to wake it back up. If you select **OFF** your device will never go to sleep. ➔Selecting the **OFF** option will not conserve battery energy.

Troubleshooting

Battery Troubleshooting



There is a slight risk of explosion if you replace the batteries with an incorrect type. Call the PRC Service Department before replacing the batteries: 330-262-1990; 800-262-1990. Outside the United States, call your local distributor.



Use only the battery charger that came with your device. Other chargers may damage the batteries in your device.



If the batteries die while NuVoice software is running:

The **Battery Charger** LED and the **Charging** LED on the front of your case will begin to alternate flashing. If you do not plug in your battery charger, the NuVoice software will shut down both Windows and itself, the LEDs will stop blinking and your device will turn completely OFF.

To restart your device, plug in your battery charger and press and hold the **BACK ON/OFF** button until it glows blue. Release the button.



If the batteries die and NuVoice software is NOT running:

The **Battery Charger** LED and the **Charging** LED on the front of your case will begin to alternate flashing. If you do not plug in your battery charger, Windows will eventually shut down but it will not shut down correctly. When you plug in your battery charger and press and hold the **BACK ON/OFF** button to turn your device back on, you will see a black Windows screen telling you that Windows did not shut down correctly and giving you several options to choose from.

Press this button  on the far left front of the case to step to “Restart Windows normally.” Hold the button until the restart begins, then release.

General Problem Troubleshooting



You select a key but get the wrong response

If you are selecting keys on the keyboard but not getting the correct responses, thoroughly clean the display screen as described in [Cleaning and Disinfecting](#), and then try again.

➡ **High-Efficiency Fluorescent Lights and the Use of Infrared:**

There is often a compatibility problem between many infrared controls and high-efficiency fluorescent lights.

If you are using your device in a room that has high-efficiency fluorescent lighting, the infrared, including headpointing, computer access, remote control commands, etc., may not work. Turn the lights off and the IR will work fine.

Windows™ Troubleshooting

If you are having problems with Windows or your NuVoice software, it is important that you read and follow these directions carefully.

For any internal system software troubleshooting, **always PLUG IN YOUR BATTERY CHARGER first.**

➡ If your device is not working correctly but you can still access your NuVoice software application, try one of the following suggestions:

Try this first

- Plug in your battery charger.
- Open the **MAINTENANCE MENU** in the Toolbox and select the Restart Windows option.

If you cannot get into the Toolbox, try this:

- Plug in your battery charger.
- Plug a USB keyboard and mouse into your device.
- On the keyboard, hold down the <CTRL>and<ALT>keys and press the <DELETE> key.
- Click on the **Shutdown Menu** in the lower right corner.
- Click on the **Restart** option.

If you do not have access to a USB keyboard and mouse, try this:



- Plug in your battery charger.
- Press and release the **BACK ON/OFF** button. Wait for your device to shut down.
- When the device has shut down, press and hold the **BACK ON/OFF** button until it glows blue, then release.

➡ If your device did not shut down in Step 1: **Press and hold the BACK ON/OFF button** until it glows blue. Continue to hold the button until the blue light goes out, then release.

- If your device is now working, go to your MAP and try to communicate with it.

If your device is now working but won't speak:

- Turn your device off by pressing and releasing the **BACK ON/OFF BUTTON**.
- Place your device face down on a flat surface.
- Unplug your battery charger if it is plugged in.



- Use a Phillips screwdriver to open **both** battery doors.



- Pull each battery up and out until you see its connector.



- Unplug the connector on each battery.
- Wait ten (10) seconds.
- Reconnect both batteries.
- Replace both batteries. You will have to fold the cables and push them into place until the batteries fit in their slots.
- Plug in your battery charger.
- If the BACK ON/OFF button is not glowing blue, press and hold it until it does.
- When your device is working, replace both battery doors.

➡ If your device is still not working see the **Restoring Windows** instructions below.

Restoring Windows

If you are having problems with Windows or your NuVoice software, and the suggestions above did not solve them, it is important that you read the following directions carefully.

In the event that your device's hard drive or the Windows operating system quits working, you may have to restore the Windows system software. As a rule, Windows will sense when something is wrong and repair itself or show you an "Advanced Boot Options" screen with a number of options in white lettering listed on it.

➡ **Plug in your Battery Charger!**

➡ **NOTE:** If you have a **USB keyboard and mouse**, you can plug them into the USB ports on your device. Use the keyboard or the mouse instead of the  key. On the keyboard, use the Arrow keys to step through the options. Use the ENTER key to select the option you have stepped to.

If the black and white “Advanced Boot Options” screen is visible on your display:

Select this button  on the left front corner of your case right above your display screen to step through the options on the screen. When you reach, “**Start Windows Normally**” (near the bottom of the screen), hold this button down until your device begins to reboot, then release the button. Windows should start as it normally does.

If, instead of starting normally, your device returns to the “Advanced Boot Options” screen:

Use the  button to step to “**Last Known Good Configuration**”. Hold the button to select this option.

If your device returns you to the “Advanced Boot Options” screen again, or if you begin to see this screen repeatedly while trying to use your device, you will have to Restore your Windows operating system.

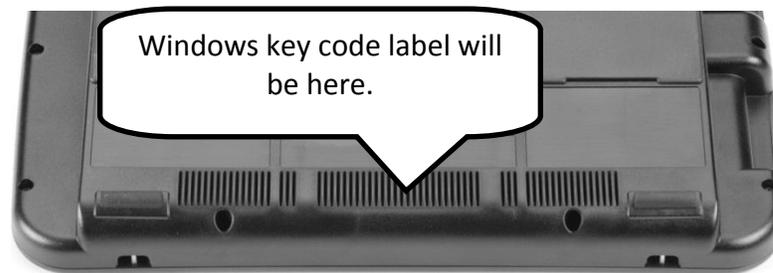
➡ The Restore process will **erase everything** on your device's hard drive. This includes internet access, programs, hardware drivers—everything.

Before restoring your device, call the PRC Service Department at 800-262-1990. Tell the Service Tech what you are about to do and why. If you are outside the U.S., call your distributor.

The Restore process generally takes anywhere from 20 minutes to an hour. You need to be available before the actual Restore starts and when it is completed.

➡ **IMPORTANT NOTE:** **Parts of the following directions require the use of a USB mouse.** If you do not have, or cannot borrow or buy a USB mouse, you will have to send your device to PRC. Call the Service Department at 800-262-1990. Outside the U.S., call your distributor.

- Plug in the **Battery Charger** if you have not done so already.
- Plug the USB mouse into one of the USB connectors on your device.
- Write down the 25 digit Windows Product Key Number. This is located on a label on the back of your device. The code is a mix of letters and numbers. Write them on a piece of paper and keep it near you. You will have to enter the key code later in the restore process.



- If you have a USB keyboard, you can plug it into one of the USB connectors on your device and use it to step through questions.

Restoring your Device

Use the  button to step to **"Repair your Computer."** Press and hold the button to select the option.

➡ If you have a USB keyboard plugged in, you can use the Arrow Keys on it to step to **"Repair your Computer"** and then press **ENTER** on your keyboard.

➡ **Stay with your device** during this pre-installation process. You must be available to answer on-screen questions.

You see a warning box telling you the restore process can take up to an hour and asking if you want to continue. Use your mouse to select **YES** to continue.

When the pre-installation process is complete, the Restore will begin.

When the Restore is completed you will see one of two messages:

"Restore completed successfully. Select OK to reboot." Use your mouse to select **OK**.

To continue with the reboot, go to **When the Restore is Successful** below.

If you see: **"Restore failed. Select OK to reboot."** Use your mouse to select **OK**. If this second restore fails, you will have to send your device in for service. Call 800-262-1984. Outside the U.S., call your distributor.

When the Restore is Successful

If you have one, plug a USB keyboard into a USB connector on your device.

➡ If you do not have a USB keyboard, you can use the on-screen keyboard. As questions you must answer come up on your display, touch the area where text is to be entered. The on-screen keyboard will pop up.

If the message “Restore completed successfully. Select OK to reboot”, is still on your screen, select **OK**. If it is no longer there, go to the first bullet below.

Your device will perform some internal functions and then you will see several screens asking for information:

- Select your country, the time format and currency format you want, and your keyboard layout. Select **Next**.
- Type in your name. Type in a computer name if you want to use one. Select **Next**.
- We recommend that you **do not select a password**, so select **Next**.
- Type in your Product Key Code (the 25 letter/number combination you wrote down earlier) and select **Next**.
- Select the correct time and your time zone. Select **Next**.
- Your device software will now begin to install. You will see the blue Windows screen with something similar to “Initializing your desktop” on it. ➡ **The software installation will take several minutes so be patient.**

➡ **During the installation** you will see a **Microsoft Security Essentials Set-Up Wizard** notification box. Select “**Cancel**” and then select “**Remind me later.**” **Do not set up security** during the software installation. See below for more information.

Microsoft Security Essential Set-Up Wizard

If you have an integrated device (you purchased the use of your device’s internal computer) we highly recommend that you set up **Microsoft Security Essentials**.

During the software installation you selected the “**Remind me later**” option for setting up Security Essentials.

The next time you see the Set-up Security Essentials wizard box, select **Next** and follow the directions in the set-up wizard to install security.

➡ If you have a dedicated device (without the use of the internal computer) you will not be reminded to set up **Security Essentials** as you do not need security.

Reinstall your Internet Connection (for Integrated Devices)

During the Restore process you will lose your internet connection. You must re-install your internet connection in order to use the internet. If you have forgotten what you did, or if you never had internet but want it now, call your internet service provider for information on setting up an internet connection for your device. See [Set Up a Wireless Internet Connection](#) for more information.

Activate your Copy of Windows

☞ **You have 30 days to activate your copy of Windows.** If you fail to do this, Windows will quit working and you will not be able to use your device until you perform another Restore and activate Windows.

You can activate Windows by selecting **Internet** or **Phone**. If you select **Internet**, you must be connected to the internet. If you select **Phone**, you must have a USB keyboard to plug into your device.

To begin, go to the **Toolbox**.

Open the **MAINTENANCE MENU**.



Select the **Activate Windows** option

To Activate Windows over the Internet

- Select Internet from the Activate Windows option in the MAINTENANCE MENU.
- Make sure your internet connection is working (e.g., open Internet Explorer and view a Web page.)
- Once you know your internet connection is working, click or tap on the time/date area in the task bar at the top of your screen. 
- In the menu that comes up, make sure the date and time are set correctly. If they are not, set them to the correct date and time. Tap or click the menu (or the display) to exit.
- Your device has been pre-registered so you do not need to do it. Select **NO**.
- You should see "Activation successful." Select **OK**.

To Activate Windows by Phone

☞ If you want to use the phone to activate Windows, **you must have a USB keyboard to plug into your device.** You will have to speak into the phone and type onto the display screen.

- Position your device near your phone.
- Select Phone from the Activate Windows option in the MAINTENANCE MENU.
- Select your location.
- Dial the number you see on the screen.
- Listen to the introduction. Respond **YES** to the "Activate Windows" question.
- Recite the blocks of numbers you see on your display when you are asked.

- The voice on the phone will give you blocks of numbers in return.
- Type these numbers into the blocks on your screen as you receive them.
- Click on **Next** when asked.
- Click on **Finish**.
- Close the program.

Storing Your Device

➡ If you are not going to use your device for a month or more:

- Charge the batteries to **Full**.
- When the batteries are fully charged, go to the Toolbox and open the **MAINTENANCE MENU**.
- Open the **Battery Menu**.
- Select Enter Ship Mode.
- Respond **YES** to put your device into Ship Mode.
- Select **OK** to exit the Battery Menu.
- Select **OK** to exit the **MAINTENANCE MENU**.
- **Unplug** the battery charger.

Store your device in a dry place that does not get too hot or too cold.

When you are ready to use your device again

- **Plug in** the battery charger.



- **On the top left side of your case**, press and hold the **BACK ON/OFF button** until it glows blue, then release it. Your device will boot up. Leave the charger plugged in until the batteries are fully charged.
- ➡ You can always check the status of your charge by looking at the bar graph next to the Battery icon in the Status Display Area.
- ➡ **If the batteries have gone completely dead** you will not be able to use your device. Plug in your charger. The **Charging** LED on the front of the device case will begin to flash rapidly, indicating the batteries are charging. Leave the battery charger plugged in until the **Charging** LED is only flashing about once a second. This indicates the batteries are full. See [Battery Troubleshooting](#) for more information.

Device Disposal; Battery Disposal



Device Disposal

Please dispose of your device in accordance with local, state and/or federal electronic recycling laws.



Battery Disposal

If the batteries in your device need to be replaced, dispose of the old batteries properly. Follow your local, state and/or country regulations for the disposal of batteries.

Cleaning and Disinfecting

⤷ Never immerse your device in water!

Cleaning the Case

Before cleaning the case or the display, turn your device OFF.

Clean the case with a damp, lint-free cloth. Damp means wrung out, never dripping. Dry the case thoroughly before turning it ON.

Cleaning The Display

To clean the display, use a household window cleaner (e.g., Windex®) or a cleaner designated for a computer or flat screen TV or use rubbing alcohol. Lightly spray the screen. Dry thoroughly and polish with a lint-free cloth.

Cleaning Keyguard Frames, Keyguards and Touchguides

All of these accessories can be removed from your case and washed in hot soapy water. Dry them **thoroughly** before putting them back on your device.

⤷ The **best practice** for regular cleaning is to dry accessories by hand, lay them on a dry towel and let them air dry for about 5 minutes or so before placing them back on your device.

Disinfecting



Do not use vinegar and water on the display screen!

To disinfect everything but the display screen, use a solution of vinegar and water (proportions = ¼ cup vinegar to 1 cup water). Wipe the case (not the display) with a cloth dampened (wrung out, not dripping) in this mixture.

Wash the keyguard frame, keyguard and touchguide separately in a vinegar and water mixture. Allow all equipment to air dry. **Do not use vinegar and water on the display!** Use it only on the actual case.

➡ **What about drooling/saliva?**

Any saliva should be wiped up immediately, especially on the touch screen or around any of the connectors. Use a lint-free damp cloth to wipe the device.

➡ **What about Spills, Rain Showers, Accidental Immersion?**

If you spill liquid or any runny substance on your device; if you're caught in a downpour; or if the device is accidentally dropped in liquid, immediately dry the device as thoroughly as possible. Try using the device. If it does not work, you must call the PRC Service Department. Tell them what happened. They may ask you to send in your device for servicing.

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