



NuVoice[®] Software Manual



DOC100235v102

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Contents

Getting Started	5
Current Software Version	5
Safety Guidelines	5
Toolbox and Display	6
Toolbox	6
Display Areas.....	6
Restrict Access to the Toolbox	7
Change the Voice and Pronunciations	8
Choose an Access Method	9
Touch Access Setup.....	9
Step 1: Set the access method to Touch	9
Step 2: Attach Keyguards and TouchGuides	9
Step 3: Observe Performance	9
Step 4: Adjust Settings	9
Switch Scanning Setup	10
Step 1: Decide on the Number of Switches.....	10
Step 2: Connect the Switch to the Device	10
Step 3: Set Access Method to 1 or 2 Switches	10
Step 4: Select Scan Type and Pattern.....	10
Step 5: Adjust Settings	10
Connect an AeroSwitch® to NuVoice	11
Mouse or Joystick Setup	12
Step 1: Connect the mouse or joystick to the device	12
Step 2: Set the Access Method	12
Step 3: Set the Selection Type.....	12
Using the Device with a Computer	13
Controlling an External Computer via InputStick	13
Output Menu Computer Settings	14
Computer Access Pages	14
Computer Access Setup	15
Step 1: Unlock Your Dedicated Device	15
Step 2: Connect to Wi-Fi®	15
Step 3: Load or Update Computer Access Pages.....	15
Step 4: Go to the Computer Access Pages	15
Use Your Device as a Remote Control	16
Update the NuVoice Software	17
Update Via the Internet	17
Update Via a USB Flash Drive.....	17
Working with Vocabularies	18
LAMP Words for Life—Spanish/English	19
Switch User Areas	19
Load LAMP WFL 1-Hit Spanish/English	19
Change the Voice	19
Essence Vocabulary	20
Set the Access Method	20
Choose a Version of Essence.....	20
Change the Voice	20
Correct a Pronunciation	20
Save Text to a Key	21
Record a Voice Message	21
Import a Voice Message.....	21
Word Prediction	21
Abbreviation Expansion	21
WordPower Vocabulary.....	22
Change User Areas	22
Additional User Areas	22
Word Finder and Vocabulary Builder.....	23
Use Word Finder	23
Use Vocabulary Builder	23

Word Prediction	24
Word Prediction On/Off	24
Dictionary	24
Add a Word	25
Organize Your Vocabulary Files	26
Copy a Vocabulary File	26
Move a Vocabulary File	26
Delete a Vocabulary File	26
Back up a Vocabulary File	27
Store Messages and Tools	28
Store a Recorded Message	28
Store a Synthesized Speech Message	28
Store a Tool	29
Create a Page or Activity	30
Create a Page	30
Link a Page	30
Create an Activity	30
Edit a Key	31
Use Notebooks	32
Change the User Area	33
Take a Photo	33
Phone Calls and Texting	34
Download the AeroText App to Your Android Phone	34
Pair and Configure Your Phone	34
Set up Calling and Texting	35
Troubleshooting	36
International Contact Information	38
PRC-Salttillo EULA	39
Microsoft/Windows EULA	40

Getting Started

PRC-Salttillo's NuVoice® software for Accent® devices can be customized to fit the individual's specific needs and provide the power to initiate conversation, seek information, state opinions, and share feelings.

If you need help setting up, using, or maintaining the product or if you need to report an unexpected event related to the product, please contact us at 1-800-262-1990 or accentsupport@prc-salttillo.com.

Current Software Version

This user manual reflects the current software version. If you are not running the current version, the NuVoice software may not include all the features outlined in this manual.

It is helpful to know the version of the software you are using, especially when communicating with technical support staff.

To find your software version number, select the **Tools** key, select **Toolbox**, and then select **Maint Menu**. See "Software Version" in the middle of the screen under "System Information."





Safety Guidelines

This user manual is intended for use in normal communication situations. When using the software, keep the following safety guidelines in mind.

- ⚠ This software is not intended to be an emergency call app or a sole communication aid.
- ⚠ Use the software safely while texting. Do not text while performing another task or activity.
- ⚠ The communication partner should ensure that the user takes frequent breaks to avoid eye strain.
- ⚠ Consult your vision care provider about positioning the device for the user to view the software.
- ⚠ When adjusting volume in the software, excessive volume or sound pressure level when using earphones or headphones can cause hearing loss over extended periods of time. Set the volume at a low level and increase it only enough that you can hear comfortably.
- ⚠ If the software stops functioning, contact Service for assistance.

Toolbox and Display

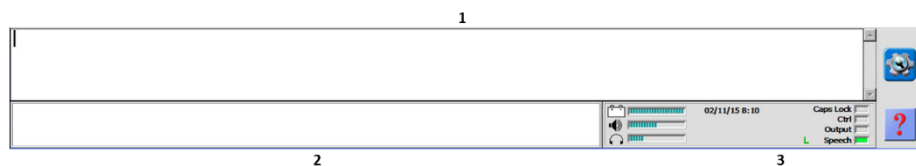
Toolbox

The Toolbox contains the menus and system tools you need to configure your device so it fits your specific needs. Select the **Tools** key . The Tools menu slides out from the left side of your screen. The Tools menu contains shortcut keys that can be modified. You can assign any tool from the Toolbox to any of these shortcut keys for quick access. Select **Toolbox**  from the Tools menu.

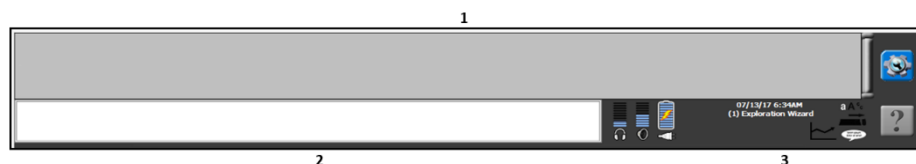
Display Areas

Your device has three main display areas besides the touchscreen: the text display area, the icon or word prediction display area, and the status display area. Three user interface designs, or “skins”, are available.

Skin 1 or Skin 2



Classic Skin



1 Text Display Area

This is where you will see messages you retrieved, text that you typed, or any system directions that may be associated with the work you are doing. If you touch the text display area, your device will speak any visible text. To change how the Text Display Area functions:

1. Select **Feedback Menu**.
2. Select **Text Area Options**.
3. Select **Change Text Area Function**. Your spelling keyboard will display the tool «SPEAK DISPLAY».
4. Select **Insert Tool**.
5. Select the tool or tools you want.

2 Icon or Word Prediction Area

If you are using a Unity® vocabulary, any icons you select will appear in this area. When word prediction is turned on and you are using a spelling keyboard or page, you will see predicted words in this area.

3 Status Area

The status area provides information about your device. To change the skin:

1. Select **Feedback Menu**.
2. Select **Skin Options**.
3. Change the Display Skin setting to **Classic, Skin 1, or Skin 2**.

Restrict Access to the Toolbox

Restrict the toolbox with a password

1. Select **Tools**, and then **Toolbox**.
2. Select **Maint Menu**.
3. Select **Toolbox Restrictions**. First set Toolbox Restrictions to **ON**.
4. Set Lock Type to **Password**.
5. Select **Create Toolbox Password**. Enter a password, then select **OK**. Remember your password.
6. Select **OK, OK**, and then **Go to Home**.

Unlock the toolbox with a password

1. Select **Tools**.
2. Enter your password and select **OK**.
3. Select **Toolbox**.
4. Select **Maint Menu**.
5. Select **Toolbox Restrictions** and turn Toolbox Restrictions **OFF**.
6. Select **OK, OK**, and then **Go to Home**.

Restrict the toolbox with a USB flash drive

1. Select **Tools**, and then **Toolbox**.
2. Select **Maint Menu**.
3. Select **Toolbox Restrictions**. First set Toolbox Restrictions to **ON**.
4. Set Lock Type to **USB**.
5. Select **Create USB Lock Override**. Insert a USB flash drive into the device. An override file will be placed on the flash drive. The device will “unlock” anytime this USB flash drive is inserted into the device. Select **OK**.
6. Select **OK, OK**, and then **Go to Home**.
7. Remove the USB flash drive.

Unlock the toolbox with a USB flash drive

1. Plug the USB flash drive with the override file into the device.
2. The toolbox will unlock.

Additional options

1. You can **enable/disable** the **Hardware Volume Button** and/or the **Tools/Home Key** on the device frame.
2. You can **enable/disable** the **Left, Right** and/or **Bottom Off-screen Keys**.
3. You can **enable/disable** the **On-Screen Tools Key, Help Button**, and/or **Pulldown Menu Button**.

Change the Voice and Pronunciations

Change the setup language

1. Select **Tools** and **Toolbox**.
2. Select **Maint Menu**.
3. Choose **English / Español**.
4. Select English or Spanish.

Change the voice

1. Select **Tools**, and then **Toolbox**.
2. Select **Speech Menu**.
3. Select **Change Voice**.
4. Select the desired voice. Wait for it to load. To listen to the voice, select **Test Speech**.
5. Adjust the pitch, rate, etc. of the voice.
6. Select **OK** and **Go to Home**.

Change pronunciations

1. Select **Tools**, and then **Toolbox**.
2. Select **Pronunciation Dictionary**.
3. Choose either **Main Voice** or **Prompt Voice**.
4. Select **Add Pronunciation**.
5. Enter the correct spelling of the word. Select **OK**.
6. Enter the “phonetic spelling” of the word. To test the pronunciation, select the message window.
7. Select **OK**, and then **OK**.
8. From the toolbox, press **Go to Home**.

Choose an Access Method

An access method is the method you use to control your device—Touch, 1 Switch, 2 Switch, mouse, etc. If you need to attach a NuPoint head tracker to the device, please see the NuPoint User's Guide. If you need to attach a Look eye tracker to the device, please see the appropriate Look manual.

Touch Access Setup

When **Touch** is selected, you touch keys on the screen to select them.

Step 1: Set the access method to Touch

1. Select **Tools**, then **Toolbox**.
2. Select **Access Method Menu**.
3. Select **Choose Different Access Method**.
4. Select **Touch**.

Step 2: Attach Keyguards and TouchGuides

If you are using keyguards or TouchGuides with the NuVoice software, attach them to the device. See the instructions that came in the box.

Step 3: Observe Performance

Observe the user's performance while using the factory defaults and any recommended keyguards or TouchGuides. This information will help you decide if adjustments to the touchscreen are necessary.

Step 4: Adjust Settings

Acceptance Time is the amount of time you need to touch the key until it activates.

Release Time is the amount of time the key will remain depressed. Subsequent selections on the key will be ignored.

Activate Key When – Pushed: A key will activate when pushed.

Activate Key When – Released: A key will activate when the finger, stylus, etc. is removed from the key. This allows a user to drag a finger across the screen and release when the desired key is reached.

Auto Repeat allows the user to select the same key multiple times by maintaining touch on the key for the selected period of time.

Predictive Selection makes blank keys inactive.

Switch Scanning Setup

Step 1: Decide on the Number of Switches

1 Switch vs. 2 Switches: The number of switches, switch placement, and type of switch are areas that should be assessed by professionals who have experience helping individuals with complex physical disabilities. In general, two switches work best for individuals who have two natural movements that can be used to activate two separate switches. The primary advantage is that there is no timing element; the learner is in complete control. By contrast, one switch works best for individuals who do not have a clear second movement, or for whom fatigue is a significant consideration, or for individuals who simply work best reproducing the same movement repeatedly with a timing element.

Step 2: Connect the Switch to the Device

If you are using one or two wired switches, plug the switch into Switch Port A (and B) on the back of your device.

Step 3: Set Access Method to 1 or 2 Switches

1. Select **Tools**, then **Toolbox**.
2. Select **Access Method Menu**.
3. Select **Choose Different Access Method**.
4. Select **1 Switch** or **2 Switch**.

Step 4: Select Scan Type and Pattern

Many different types of scanning appear on the screen. You have two decisions to make before you make a selection—the type of scanning and the scan pattern.

Types of scanning:

Auto: Once the scan is started with the click of a switch, the scan box moves across the keys automatically at a desired speed. The next click of the switch will stop the scan and select the scan box that is highlighted.

Hold: Press and hold down the switch to move the scan box across the keys automatically at a desired speed.

Step: Click a switch each time you want the scan box to advance.

Types of scan patterns:

Row/column: First scans the grid in rows. Once a row is selected, it then scans each individual key in that row. First the grid is scanned from top to bottom via rows. Then the row is scanned from left to right via individual keys.

Column/row: First scans the grid in columns. Once a column is selected, it then scans each individual key in that column. First the grid is scanned from left to right via columns. Then the column is scanned from top to bottom via individual keys.

Quarter row/column: First scans the grid in four blocks and then the message window moving clockwise. Once a block is selected, the block is then scanned via row/column as described above.

Quarter column/row: First scans the grid in four blocks and then the message window moving clockwise. Once a block is selected, the block is then scanned via column/row as described above.

Linear: Each key is scanned one by one moving from left to right and top to bottom.

Extra Hit: Once the switch is clicked, select it again to get auto scan to start again.

Step 5: Adjust Settings

You can adjust a variety of settings in the Access Method Menu.

Connect an AeroSwitch® to NuVoice

You can pair an AeroSwitch or multiple switches to NuVoice. You can also use an AeroSwitch with other access methods.

Connecting an AeroSwitch

1. In NuVoice, select **Access Method Menu**.
2. If switch scanning is not already selected, select **Choose Different Access Method**, select **1 Switch** or **2 Switch**, and select a specific switch scanning method.
Note: To use an AeroSwitch with another access method, select **NuPoint/Joystick** and then **Joystick Auto Scan, Joystick Hold Scan, Mouse/USB Joystick, or NuPoint**.
3. The Access Method Menu will show the access method you selected.
4. Turn on AeroSwitch.
5. From the Access Method Menu, select **Connect AeroSwitch**. The following message will be displayed:
"AeroSwitch is ON. Hit the switch to pair it with NuVoice."
6. **Within 10 seconds**, press the AeroSwitch.
Note: If you do not press the switch within 10 seconds of seeing the message, the switch will not connect to NuVoice.
7. For each additional switch you want to connect, repeat steps 4 through 6.

Disconnecting an AeroSwitch

Select **Disconnect ALL AeroSwitch** to unpair an AeroSwitch from NuVoice on your device.

Important: If multiple switches are connected, you cannot disconnect only one. Selecting Disconnect ALL Freedom Switch or Disconnect ALL AeroSwitch disconnects all previously connected switches.

Mouse or Joystick Setup

Step 1: Connect the mouse or joystick to the device

USB mouse/joystick

Plug the USB mouse or joystick into a USB port on the Accent device.

Bluetooth® mouse/joystick/wheelchair joystick

1. Set the Bluetooth mouse, joystick, or wheelchair joystick so it is discoverable. The wheelchair vendor will need to turn on the Bluetooth option before you will be able to connect a wheelchair joystick to the Accent device.
2. Go to the desktop of the Accent device.
For dedicated devices:
 - a. Select **Tools**.
 - b. Select **Toolbox**.
 - c. Select **Maint Menu**.
 - d. Select **Hardware Diagnostics**.
 - e. Select **Network Setup**.
 - f. Close the network setup window.For non-dedicated devices:
 - a. Select **Tools**.
 - b. Select **Hide/Show Windows**.
3. From the desktop, select the **Start menu** and then select **Settings > Devices > Bluetooth & other devices**.
4. Turn on Bluetooth.
5. Select **Add Bluetooth or other device > Bluetooth**.
6. Choose the device, follow additional instructions if they appear, and then select **Done**.

Step 2: Set the Access Method

1. Select **Tools** and then **Toolbox**.
2. Select **Access Method Menu**.
3. Select **Choose Different Access Method**.
4. Select **NuPoint/Joystick**.
5. Select **Mouse/USB Joystick**.

Step 3: Set the Selection Type

From the Access Method Menu, set the Selection Type:

Auto: Activations occur automatically in accordance with the chosen Acceptance Time (how long the cursor must hover over a key). Acceptance Time is adjusted with the arrows.

Manual: Selections occur by clicking the mouse.

Using the Device with a Computer

Note: Computer-related features are only available on non-dedicated devices.

Use the Output menu if your device has an internal computer or if you are connected to an external computer via an InputStick, a mini-USB cable, or a PRC-Salttillo Bluetooth adapter (no longer sold).

When **Output** is turned on in the Output window and a Windows program is open, any text you produce will be sent to the current active Windows program.

Controlling an External Computer via InputStick

InputStick is a USB accessory that gives you wireless control over an external computer. The InputStick will connect your device via Bluetooth. InputStick works as though it is part of your device and makes a seamless typing experience. As you select words from your vocabulary, they will appear in the text display area and in a document open on the computer.

Use InputStick with any access method, such as touch or scanning to access the web, create documents, do schoolwork, send emails, watch videos, connect on social media, and more.

Additional Connection Information

The InputStick communicates via Bluetooth. Your device and the InputStick must be within Bluetooth connection range of each other—approximately 32 feet (10 meters). The range may vary according to environmental factors such as metal wall supports or electromagnetic activity.

Plug the InputStick into a PC, Mac®, or Chromebook™. You do not need to set up anything on the computer. The InputStick has a USB-A connector. If the computer has a USB-A port, simply plug the InputStick into the port.

If the computer has a USB-C port, you will need a USB-A to USB-C adapter that is compatible with the computer. Plug the adapter's USB-C connector into the computer's USB-C port and connect the InputStick to the adapter's USB-A port.

Briefly Turning the Connection Off and On.

If you want to stop and talk to someone without having your words show up in an e-mail or a document, turn **Output** off. Now you can talk, and any text in the text display area will not go to your external computer. When you are ready to return to the computer, turn **Output** back on.

Using InputStick with Multiple Computers

You could also unplug the InputStick from one computer and plug it into another computer. You could immediately type in a document on that computer. If you then unplugged the InputStick and plugged it into a third computer or back into the first computer, you could type immediately.

Or, if you want to connect to two computers, such as one at home and one at work or school, use two InputStick receivers. Please note that NuVoice will only try to auto-connect to the last InputStick used, not to both at the same time.

To change which InputStick is used, go to the **Output Menu**, select **Paired Devices**, and select the paired InputStick you want to use.

Connect Your Device to the InputStick

1. Plug the InputStick into a USB port on the computer.
2. In the NuVoice Output Menu, set Output to **On**.
3. Set Output Destination to **External**.
4. Set Output Method to **InputStick**.
5. Select **Pair with InputStick**.

Output Menu Computer Settings

Note: This feature is only available on non-dedicated devices.

Use the Output menu if your device has an internal computer or if you are connected to an external computer via an InputStick, a mini-USB cable, or a PRC-Salttillo Bluetooth adapter.

Note: Your vocabulary's Computer Access pages have keys assigned either to turn output on and off automatically or to allow you to turn output on and off without going to the Toolbox when you are using a computer.

To open the Output Menu, go to the Toolbox and select **Output Menu**.

Computer Access Pages

Your vocabulary has a number of computer pages already set up for you. These contain access to various computer programs, e-mail, the Internet, etc. There are also Mouse pages with keys set up for mouse movements. You can find the computer and mouse pages by selecting the computer icon in your vocabulary. Depending on the vocabulary you are using, the computer icon may be in your activity row and/or on your Pages page or on your spelling keyboard.

The computer pages in your vocabulary include keys that will turn Output on or off so that you don't need to go to the Toolbox to do it. To check at any time whether output is on or off, look at the status display area on your device.

To load or update computer access pages:

1. Select Load or Update Computer Access Pages. The following prompt will appear: "You are about to replace your existing computer access pages. Any modifications made to these pages will be lost. Do you wish to continue?"
Important: If you have customized vocabularies that include all computer access pages and you select Yes, your computer access pages will be replaced. Your saved website pages will not be replaced.
2. Do one of the following:
 - To keep your customized computer access pages, select No.
 - To replace your customized computer access pages, select Yes. The message "Computer Access Pages Loaded" will appear. Select OK to close the message.
3. After you load computer access pages, this area shows which version of computer access pages you are using, as well as the version of the latest page set available so you can check whether you are up to date.
4. To view, use, and modify the computer access pages, go to your vocabulary and select the Pages key in the Activity row. The Pages page displays internal and external computer access pages: Internal Comp, Ext Windows, and Ext Mac.

To create or modify computer pages:

You can use the computer and mouse insertable tools to create your own computer pages or to modify commands on already created computer pages. Use **Insert Tool** on your storing keyboard to store any of these tools.

Computer Access Setup

In Unity®, WordPower®, and Essence® there are sets of pages designed to control computer programs in Windows® on your device.

Step 1: Unlock Your Dedicated Device

Most funding sources require that a communication device be shipped as a dedicated device, which means access to some of the extended features is limited. To use the computer access pages, the device needs to be unlocked by purchasing an Integrated Feature Pack (IFP). An IFP provides access to the following features: internal/external computer controls, infrared remotes (IR), MP3 players, reminders menu, and a functional calculator. An IFP can be purchased by web: <https://www.prc-salttillo.com/dedicated-non-dedicated>, by phone: 800-262-1933, or by email: OrderDept@prc-salttillo.com

Step 2: Connect to Wi-Fi®

1. Select the **Tools** key.
2. Select **Hide/Show Windows** from the left side panel.
3. Select the **Wi-Fi** key from the Windows task bar near the clock, and connect to your Wi-Fi. You may need to enter a password if it is a password-protected network.
4. Once connected, select the **Home** key at the bottom center of the Accent device screen to return to your vocabulary in NuVoice.

Step 3: Load or Update Computer Access Pages

Computer Access Pages are now separated from every default vocabulary. This allows you to update Computer Access pages without losing your vocabulary customizations.

Existing Users

1. Select the **Tools** key.
2. Select the **Toolbox** key.
3. Select the **Output Menu**.
4. Select **Load or Update Computer Access Pages**.
5. Select **Yes**.

New Users

1. Locate the entry buttons in your vocabulary for the **Computer Access Pages** and select the page set you wish to use.
2. Select **Load Computer Access Pages**.
3. Select **Load or Update Computer Access Pages**.
4. Select **Yes**.

Computer Access Pages

The computer access pages contain sets of pages to help an individual control various third-party programs. Each set of pages contains keys with keyboard shortcuts. Keyboard shortcuts are key combinations that can control a program without a mouse.

Step 4: Go to the Computer Access Pages

1. Locate the entry button in your vocabulary for the **Computer Access Pages** and select a page set.

If you select Internal Computer: A row of keys to control the desktop will appear.

If you select External Computer: An entire page of keys will appear that can be used to control a separate computer such as a laptop, desktop computer, or tablet. A USB cable is provided with Accent devices, which allows you to connect your device to an external computer.

2. All **Computer Access pages** contain keys to open a set of common operations and tasks.

Use Your Device as a Remote Control

Note: Infrared (IR) features are only available on non-dedicated devices.

Important: When using infrared in a medical or other closed environment, check with authorities to make sure infrared will not interfere with other equipment. Do not use it with any product that is not medically approved.

Go to the Toolbox and select **IR Setup Menu**.

With its built-in infrared (IR), your device can learn infrared signals for any device you own that has a remote control. This includes a TV, CD player, DVD player, toys, etc.

Your vocabulary has a **Remotes** activity or page which contains the basic functions for a number of remote control devices. These pages already have pre-stored commands and icons or pictures on them. You will use the IR Setup Menu to tell your device which signals it is going to learn so it knows where to store them. The IR area is on the back of your device, at the top.

To **teach** a remote-control signal to your device: turn your device so that the back is facing you and point your remote control at the IR area.

To **send** an IR signal from your device: make sure the back of your device is facing in the general direction of the device you want to send the signal to.

Important: Save Entire Device Contents

When you finish storing all the remote-control signals that you want to use, we highly recommend that you perform a memory transfer to save your device's memory to a USB flash drive or the internal hard drive. Should your device ever lose its memory, all your remote-control signals will be lost and you will need to reconfigure everything.

Use **Save Entire Device Contents**, not "Save One User Area". The IR signals will not be saved unless you select **Save Entire Device Contents**.

Update the NuVoice Software

Update Via the Internet

1. Verify that your device is connected to a Wi-Fi network.
2. Select **Tools** and then **Toolbox**.
3. Select **Maint Menu** and then **Software Update Menu**.
4. Select **Internet Update**.
5. A message will ask if you want to continue. Select **Yes**.
6. If an update is available, another message will ask if you want to download and install it. Select **Yes**.
7. Another message will ask if you want to continue and install the update. Select **Yes**.
8. You will see a screen that shows you all the files that will be downloaded. The screen will disappear when the update is finished.
9. Select **OK** to exit from the Maintenance Menu.

Update Via a USB Flash Drive

1. Insert your USB flash drive into the computer to which you will download the software update.
2. Go to the product website.
3. Select **Support**.
4. Under “Downloads”, select **Software Updates**.
5. Select the small box to the left of your device name.
6. Select the software update you want to download to your computer's desktop.
7. Turn on your device and plug in the battery charger.
8. Copy the downloaded software update from your computer desktop to your USB flash drive.
9. Remove the USB flash drive from your computer and insert it into your device.
10. On the device, select **Maint Menu** from the Toolbox.
11. Select **Software Update Menu**.
12. Select **USB Update**. The update process will begin.
13. When the update process is finished, remove the USB flash drive from your device.
14. Once your device is running the new software, you can unplug the battery charger.

Working with Vocabularies

When you purchased your PRC-Salttillo communication device you also selected one or more language systems to use with it, such as Unity®, LAMP Words for Life®, CoreScanner™, Essence®, or WordPower®. Within each language system there are many built-in vocabularies to choose from which are pre-populated with commonly used words, phrases, and sentences. Use your vocabulary to communicate.

For example, the Unity vocabularies store two kinds of vocabulary: **Core** vocabulary and **activity row** vocabulary. The activity row vocabulary is in Row 1. Core Vocabulary is stored in the remaining rows.

In general, Core vocabulary is made up of words that you use every day to make sentences. Pronouns, verbs, and words like, “it,” “and,” “about,” and “the” can be found here. Core vocabulary is stored under icon sequences and can be accessed with one, two, or three-hit sequences.

Activity row vocabulary generally contains single-hit vocabulary that is more specialized than your Core vocabulary. Activities can be centered on a theme such as “School” or “Greetings”. Activities contain words that can help you create complete sentences on topics you want to talk about.

Core vocabulary is very important. Many of the Core icons and messages are consistent throughout the Unity vocabularies. Once you become familiar with your Core vocabulary, you will be able to communicate easily and rapidly in any situation. For this reason, we recommend that you rarely, if ever, customize your Core.

LAMP Words for Life—Spanish/English

Note: LAMP Words for Life—Spanish/English applies to Unity and Unidad language systems only

Switch User Areas

1. Select **Tools**, and then **Toolbox**.
2. Select **User Area Menu**. Select **Switch User Area**.
3. Select the User Area to switch to. Select **OK**.
4. From the toolbox, select **Go to Home**.

Load LAMP WFL 1-Hit Spanish/English

1. Select **Tools**, and then **Toolbox**.
2. Select **User Area Menu**. Select **Replace User Area**.
3. Select a user area to replace. This area will be overwritten. Select **Predefined Vocabularies**. Select **Spanish**. Select **LAMP Words for Life**. Select **LAMP WFL 1-hit Sp/En**.
4. Select **Yes**. Type **Replace**. Select **OK**.
5. Once complete, answer **Yes** or **No** to “Switch to this user area now?” Select **OK** and then **Go to Home**.
6. If you load a WFL S/E file into a User Area other than 6, you may need to set the voice in the Speech Menu to the desired bilingual Spanish voice.

Change the Voice

Step 1: Set the primary voice to your desired Spanish voice.

1. Select **Tools**, and then **Toolbox**.
2. Select **Speech Menu**.
3. Select **Change Voice**. Select the desired Spanish voice.

Step 2: Within the vocabulary, re-program the Spanish/English toggle buttons.

Program the English toggle key:

1. Select **Tools**. Select **Setup Key**.
2. Select the **English** key.
3. Select **Enter Assignment**.
4. Select **Backspace**.
5. Select **Insert Tool**.
6. Select **More Items twice**.
7. Select **Voice Set Temporarily**.
8. Select **desired English voice**. Select **OK** and then **OK**.

Program the Spanish toggle key:

1. Select **Tools**. Select **Setup Key**.
2. Select the **Spanish** key.
3. Select **Spell Message or Define Key Function**.
4. Select **Backspace**.
5. Select **Insert Tool**.
6. Select **More Items three times**.
7. Select **Voice Set Temporarily**.
8. Select **desired Spanish voice**. Select **OK** and then **OK**.

Essence Vocabulary

Essence contains a central area called the **Directory** which provides easy access to the common functions. The six tabs on the left show page sets and tools related to that category.

The **Tools** key provides access to a slide-out panel of **User** keys or tools.

If you are accessing the device with an eye tracking system, simply look to the orange bar on the far left edge of the screen and these same user keys will appear.

Set the Access Method

1. Select the **Settings** tab.
2. Select **Change Access Method**.
3. Select the desired access method.

Choose a Version of Essence

When you first turn on your device, you will need to select the version of Essence you wish to use. Use the **Target** test and **Practice** keyboards to determine the optimal number of keys per page. Use **Choose** when you are ready to select your desired version. All page sets offer an ABC and a QWERTY style letter arrangement. You may need to reset your access method after you choose a version of Essence.

Change the Voice

1. Select the **Settings** tab.
2. Select **Change Voices**.
3. Select the voice you wish to use. Don't forget to select **More Items** to see all choices.
4. Using the additional keys, you can adjust the rate, bass, and treble of the voice.
5. Select **Test Speech** to hear what the voice sounds like.
6. Select **OK** when finished.

Correct a Pronunciation

1. Select the **Accessories** tab.
2. Select **Pronunciation Dictionary**.
3. Select **Main** voice or **Prompt** voice.
4. Select **Add Pronunciation**.
5. Enter the correct spelling of the word and select **OK**.
6. Enter the "phonetic spelling" of the word. To test the pronunciation, select the message window. Select **OK** twice.

Save Text to a Key

1. The easiest way to assign a new message to a key is to prepare your new message first via the communication keyboard page.
2. Once you type your new message, navigate to the **Quick Messages** page, and choose a specific message page.
3. Select **Save to Key**.
4. Now select a blank key on which you would like to save your new message.
5. Select **Yes** to replace the existing message.

Record a Voice Message

You can record a live voice message to a key in quick messages. To do this:

1. Navigate to the **Quick Messages** page, and choose a specific message page with a blank key on it.
2. Select **Record Voice Message**.
3. Select a blank key.
4. Press and hold the **Record Message** key and then speak your message.
5. Select **Listen to Recording** to hear it played back. If you are not satisfied, select **Record Message** and repeat.
6. Once satisfied, select **Change Label**.
7. Type a label for your message and select **OK**.
8. Select **OK** again.

Import a Voice Message

You can import a recording of a live voice message to a key in quick messages. To do this:

1. Plug a flash drive with audio files containing your quick messages into a USB port.
2. Navigate to the **Quick Messages** page, and choose a specific message page with a blank key on it.
3. Select **Import Voice Message**.
4. Select a blank key.
5. Select the sound file to import.
6. Select **Change Label**.
7. Type a label for your message and select **OK**.
8. Select **OK** again.

Word Prediction

This feature assists you with spelling by attempting to predict the word you have started to spell and also by predicting the next likely word in your sentence. This feature can be turned on or off. From the **Communication** tab, select **Word Prediction ON** or **Word Prediction OFF**.

Abbreviation Expansion

Set up abbreviations in your device that will be recognized and displayed as longer words or phrases.

1. Select the **Communication** tab.
2. Select **Add to Abbrev Expansion**.
3. Type the abbreviation to expand and then select **OK**.
4. Type the text to substitute and then select **OK**.
5. Select **OK** two more times.
6. Type your abbreviation on your keyboard and then select the space bar to activate the text to your display.

WordPower Vocabulary

The sections below provide programming instructions specific to this vocabulary.

Change User Areas

If you need to change to a different version of WordPower:

1. Select **Tools**, and then **Toolbox**.
2. Select **User Area Menu**. Select **Switch User Area**.
3. Select the User Area to switch to and wait until the device returns you to the User Area Menu screen. Select **OK**.
4. From the toolbox, select **Go to Home**.

Additional User Areas

If you need to load a different version of WordPower:

1. Select **Tools**, and then **Toolbox**.
2. Select **User Area Menu**. Select **Replace User Area**.
3. Select one of the six user areas to replace with your desired vocabulary.
4. Select **Pre-Defined Vocabularies**.
5. Select **English**.
6. Select **WordPower**.
7. Select the desired WordPower or Picture WordPower file.
8. By selecting **Yes**, the current user area will be erased and replaced with your desired WordPower file. Type the word "replace". Select **OK**.
9. Once complete, answer **Yes** or **No** to "Switch to this user area now?" Select **OK**.
10. From the toolbox, select **Go to Home**.

Word Finder and Vocabulary Builder

Use Word Finder

In Unity or LAMP Words for Life, use Word Finder to locate a word in the vocabulary.

1. From the keyboard, select **Word Finder**.
2. Enter the word you want to find.
3. Select **OK**.
4. Select **Show Me** or **Guide Me**.
5. Learn the sequence and then select **OK** to return to your home page.

Use Vocabulary Builder

Use Vocabulary Builder to temporarily limit the number of words appearing on the screen when introducing the device to a child.

Vocabulary Builder On/Off

1. Select the **Tools** key.
2. Select **Vocabulary Builder On/Off**.

Create a Set of Words

1. Select the **Tools** key.
2. Select **Vocabulary Builder Menu**.
3. Select **Mask All**.
4. Select **Spell to Unmask**.
5. Type the word to unmask using commas to separate words. **OK. OK**.
6. If English words are included in the set:
 - Select the **English** key
 - Select the **Tools** key
 - Select **Vocabulary Builder Menu**
 - Select **Go to Masking on the Fly**
 - Select the **Spanish** key
 - Select the text area to exit

Save a Set of Words

1. Select **Tools** key.
2. Select **Vocabulary Builder Menu**.
3. Select **Save as Sequence Set**.
4. Type the name for the set. **OK. OK**.

Load a Set of Words

1. Select **Tools** key.
2. Select **Vocabulary Builder Menu**.
3. Select **Advanced Options**.
4. Select **Use Sequence Sets**.
5. Select **Load Sequence Set**.
6. Choose the desired set. Select **OK** and then **OK**.

Word Prediction

Word prediction helps improve a person's ability to communicate by reducing the amount of time spent in spelling out long and/or seldom used words. Your device has two word prediction systems. The PRC word prediction system predicts words based on how often or how recently you used the word. The WordQ™ system predicts words based on words that are most likely to follow the word you just typed.

Use your Core vocabulary when words are fewer than six letters in length. With words longer than six letters, you can save time by selecting the predicted word in the window.

Depending on the vocabulary you are using, some of the options described in this section may not be available in your Word Prediction Menu. To display the Word Prediction Menu, go to the Toolbox and select **Word Prediction Menu**.

Word Prediction On/Off

Use **Word Prediction** to turn Word Prediction on or off. You can also turn it on or off using the appropriate key in your activity row or on your spelling keyboard.

Dictionary

Use **Dictionary** to allow the PRC and WordQ™ dictionaries—or both—to work with Word Prediction.

Combined: Both the PRC and WordQ dictionaries will work together to predict words, and you will be able to set three display options: Display Recent Words, Use Previous Word, and Suggest Spelling. Words you used most recently will be predicted first and then the words most likely to follow the word you typed or selected.

WordQ: You will be able to set two display options: Use Previous Word and Suggest Spelling.

PRC: You will be able to set one display option: Display Recent Words. Word Prediction will keep track of and predict all the applicable words that you used most recently. Once the most recently used words are displayed, the words will be displayed in the order of most frequently used.

Display Recent Words

Select the number of recently used words that you would like to see on the display. When you begin to spell a word, your device will display the most recently used words that begin with the letter you type. The rest of the words on the display will be the most frequently used words that begin with the letter(s) you type.

If you set the number to "0", the words that appear in the Word Prediction Window will be the words that you use most frequently, but not necessarily the most recently used words.

Use Previous Word

When **Use Previous Word** is turned on: When you select a predicted word, WordQ will then display the words that are most likely to follow it. This may save you from having to start typing another word.

When **Use Previous Word** is turned off: When you select a predicted word, WordQ will not predict another word until you begin to type what you want.

Suggest Spelling

Turn **Suggest Spelling** on if you want WordQ to try to predict the word you want when you misspell it.

Predict in Minspeak

Use **Predict in Minspeak** to turn Minspeak word prediction on or off.

Add a Word

This option allows you to add words to the dictionary.

1. Go to the Toolbox and select **Word Prediction Menu**.
2. Select **Add a Word**.
3. Enter the root of the word you want to add. For example, enter the word **abominate**.
Note: A root word has no prefix or suffix.
4. The display asks you to enter a word with similar word endings (that is, a word used the same way in sentences and with the same kind of endings as the word you entered). Type a similar word. For this example, type **terminate**. "Terminate" appears in your Word Prediction window so you can select it. Select **OK**.
5. You will see a box containing the word you want to add with all its endings.
 - If most of the endings are correct for the way you want to use your word, select **Yes**. The new word will be entered into the dictionary.
 - If the endings aren't right, select **No**, type a new "similar word", and try again.

Organize Your Vocabulary Files

The File Organizer menu allows you to copy and move vocabulary files from one memory device to another or move vocabulary files between folders on the same device. You can also delete vocabulary files.

Go to the Toolbox and select **File Organizer**.

Copy a Vocabulary File

To copy a vocabulary file from one memory device another so that it is available on both devices:

1. Insert your USB flash drive into your device.
2. Go to the Toolbox and select **File Organizer**.
3. Select **Copy File**.
4. Select the memory device that has the file you want to copy.
5. Select the files to copy. You can open any folder and select files from the folder.
6. When you finish selecting files, select **OK**.
7. Select the destination for the files (i.e., the other storage device).
8. If you have a folder on the destination memory device that you want to store the files in, select it, then select **OK**. Otherwise, just select **OK**.
9. Select **Yes** in the message box if you want to continue. Or select **No** to stop.
10. The files will be copied. Depending on the number and size of files, this could take a few minutes. The files will be on both memory devices.

Move a Vocabulary File

To move a vocabulary file from one memory device to another:

1. Insert your USB flash drive into your device.
2. Go to the Toolbox and select **File Organizer**.
3. Select **Move File**.
4. Select the memory device that has the file you want to move.
5. Select the files to move. You can open any folder and select files from the folder.
6. When you finish selecting files, select **OK**.
7. Select the destination for the files (i.e., the other storage device).
8. If you have a folder on the destination memory device that you want to store the files in, select it, then select **OK**. Otherwise, just select **OK**.
9. Select **Yes** in the message box if you want to continue. Or select **No** to stop.
10. The files will be transferred. Depending on the number and size of files, this could take a few minutes. The files will no longer be on the original memory device.

Delete a Vocabulary File

To remove a vocabulary file from a memory device:

1. Insert your USB flash drive into your device.
2. Go to the Toolbox and select **File Organizer**.
3. Select **Delete Files**.
4. Select the memory device that has the files you want to delete.
5. Select the files to delete. You can open any folder and select files from the folder.
6. When you finish selecting files, select **OK**. The files will be erased from the memory device you selected.

Back up a Vocabulary File

1. Insert a flash drive into a USB port on your device.
2. Select **Tools** and then **Toolbox**.
3. Select **Transfer Memory Menu**.
4. Select **Save One User Area** and then the user area you want to back up. Or select **Save Entire Device Contents**.
5. Make sure the pre-set folder is your USB flash drive.
 - If it is, select **OK**.
 - If it is not, select **Choose Different Folder** and navigate to the USB flash drive. Then select **OK**.
6. Type the file name and date (xx-xx-xx).
7. Select **OK** and wait for the memory transfer to finish. Select **OK** and then **Go to Home**.

Load a backup file

1. Insert a flash drive into a USB port on your device.
2. Select **Tools** and then **Toolbox**.
3. Select **Transfer Memory Menu**.
4. Select **Load One User Area** and choose the user area you want or **Load Entire Device Contents**.
5. Select the backup file on the USB drive.
6. Wait for the memory transfer to complete. Select **OK**.
7. If you are asked “Switch to this User Area now?”, answer yes or no and select **OK**. Select **OK**.

Store Messages and Tools

You can add messages, graphics, and system tools to your device by using the storing menus. Depending on the vocabulary you are using, storing menus are part of the Activity, Core, and Page menus in the Toolbox. Your device allows you to store messages in two kinds of speech—recorded and synthesized.

Store a Recorded Message

This is speech that someone records into your device, just like recording something into a tape recorder.

1. Go to the page or activity where you want to add a message.
2. Select the **Tools** key on the front of the device, select the **Setup** key from the menu, and select the key you want to use. You are now in the storing menu.
3. For Type of Message, select **Recorded Speech**. The Record Message, Listen to Recording, and Import Sound file keys become active.
4. If you want a message to be displayed in the text display area, select **Spell Message or Define Key Function**, type the message, and select **OK**.
5. Select **Record Message**. Another Record Message key is displayed along with a Microphone Volume key.
6. Press and hold the **Record Message** key and speak your message. As soon as you finish speaking, release the Record Message key.
7. Select **Listen to Recording**. If the message is too loud or too soft, you can select **Record Message**, change the microphone volume, and then re-record your message.
8. When you are satisfied with the message, you can select **Change Label** to add a label that helps you remember the message.
9. You can select **Change Icon** to add an icon that helps you remember the message.
10. You can select **Next Key to Define** and store another message.
11. You can select **OK** to save your work and exit the menu.
12. You can select any of the other options and continue to work on your current key.

Store a Synthesized Speech Message

This is speech that your device produces from words that are typed into it. Synthesized speech uses the main voice (or auditory prompt voice) you selected from the Speech Menu in the Toolbox.

1. Go to the page or activity where you want to add a message.
2. Select the **Tools** key on the front of the device, select the **Setup** key, and select the key on the page or activity you want to use. You are now in the storing menu.
3. For the Type of Message, select **Synthesized Speech**.
4. Select **Spell Message or Define Key Function**.
5. Spell your message and then select **OK**.
6. Select **Change Label** to add a label that helps you remember the message.
7. Select **Change Icon** to add an icon that helps you remember the message.
8. Select **Next Key to Define** and store another message. You can select **OK** to save your work and exit the menu. You can select any of the other options and continue to work on your current key.

Store a Tool

Tools tell your device to perform some kind of function.

1. Go to the page you want.
2. Select the **Tools** key on the front of the device.
3. Select the **Setup** key from the menu. OR, if the page you selected has a **Setup** key stored on it, you can select that page. Or, select **Modify Page** from the Toolbox, select the page you want, and then select the key you want.
4. Select **Spell Message or Define Key Function**.
5. On your spelling screen, select **Insert Tool**.
6. The first page of the All Tools List will be displayed. The tools will be arranged alphabetically. Select **More Items** to see more tools.
7. Select the tool you want to add.
8. Select **OK**. The tool is added.
9. Use **Change Icon**, **Change Label**, etc. until you finish.
10. Select **Next Key to Define** or **OK** to exit the menu.

Create a Page or Activity

Create a Page

The page menus allow you to create, modify, hide, and delete pages. Access page menus by selecting the appropriate page key from the Toolbox. Pages are created for single topics where you can talk about something for longer than one message. Your device already has many pages stored in it. You can modify these pages or you can create and modify your own pages.

When you create a new page, first name it and select a template, another page, or the number of key locations you want to use. Then select **Create Page** from the Toolbox. Alternatively, create a page on the fly by creating a page link and selecting **Create New Page** when asked to select the page to go to.

Link a Page

1. Be looking at the key that will link to the new page. Select **Tools**, then **Setup Key**.
2. Select the key that will link to the new page.
3. Select **Change Icon** to search for an icon.
4. Select **Spell Message or Define Key Function**.
5. Select **Clear Display**. Select **Page Link**. Decide if you want your page to automatically close after a key is selected ("close") or remain open ("open").
 - A. Find and select the page you want to link if it is already created.
 - B. If the page is not already created, select **Create New Page**, type the name of the page, and select **OK**. Choose a keyboard size (to format a new page like an already existing page, select **Create Page from Template**). Select **OK**.
6. Select **Change Label** to change the label. Labels for page links are typically in all CAPS in Unity.
7. Select **OK**.

Create an Activity

This section applies to Unity and Unidad language systems only.

1. Select **Tools** and then **Toolbox**.
2. Select **Create Activity**.
3. Spell the name of the new activity. Select **OK**.
4. Select an icon for the activity.
5. Select a blank key in the activity. A red box will appear around the key. Edit the key.
6. When you are finished, select **OK** (or select the next key to be set up). Select **Go to Home**.

Edit a Key

1. Be sure you are looking at the key you want to edit. Select **Tools**, and then **Setup Key**.
2. Touch the key you want to edit.
3. Select **Change Icon**. Then do one of the following:
 - Option A: Spell Icon to Find.** Spell what you are looking for. Select **OK**. Touch the icon you want.
 - Option B: Take Picture.** Frame picture, then select **Take Picture**. Select **Save as Icon**. **Rename Icon**. Select **OK**.
 - Option C:** Plug a USB flash drive with photos on it into the device. Select **Import Icon**. If the content of the flash drive is showing, touch the photo you want to import. If not, select **Up Folder** to navigate to the flash drive, and then touch the photo you want. Select **OK** and **OK**. Select **Cancel**. The photo will be placed on the key and in the imports folder of the icon dictionary.
 - Option D:** Search for an icon by category.
4. Look to see if the “text to speak” is correct. If not, select **Spell Message or Define Key Function** to type text that will appear in the display and be spoken.
5. Be sure to put a space after the last character. Select **OK**.
6. Check to see if the label is correct. If not, select **Change Label**, type new label and **OK**.
7. Select **OK** or **Choose Next Key to Define**.

Use Notebooks

Use notebooks when you are going to create large amounts of text. Notebooks are ideal for storing speeches and reports, keeping a journal, etc. Notebooks are unique to a user area. A notebook in one user area cannot be accessed from another user area. To get started with notebooks, go to the Toolbox and select **Notebook Menu**.

Create a Notebook

Select **New Notebook**, spell the name, and select **OK**. The text display area color changes, telling you that you are using an open notebook.

Save a Notebook

Save your work regularly. In some vocabularies, Save Notebook is a key on your notebook page; in other vocabularies, select **Save Notebook** from the Notebook menu in the Toolbox.

Open a Notebook

Select **Open Notebook** to list of all your notebooks. Select the notebook you want to open.

Delete a Notebook

Notebooks take up a lot of memory. Delete notebooks that you no longer need helps to free up memory.

Change the User Area

1. Select **Tools** and **Toolbox**.
2. Select **User Area Menu**. Select **Switch User Area**.
3. Select the User Area (1-6) to switch to and wait until User Area Menu reappears. Select **OK**.
4. From the toolbox, select **Go to Home**.

Note: Replace User Area provides more user area choices and will overwrite an existing user area.

Take a Photo

The Camera Menu allows you to take pictures to use as icons and visual scenes. These icons and scenes help personalize an individual's communication.

1. Select **Tools** and **Toolbox**.
 2. Select **Camera Menu**.
 3. Frame the picture in the View Finder and select **Take Picture**.
 4. Do either of the following:
 - a. Select **Save as Scene** to use this photo for a visual scene that spans multiple keys. Select **Rename Scene** and then select **Clear**. Type a name, select **OK**, and select **OK** again.
 - b. Select **Save as Icon** to use this photo for an icon on a single key. Select **Rename Icon** and then select **Clear**. Type a name and select **OK**. Select **OK** again. The photo will automatically be placed in the Imports folder.
- Note:** When changing an icon, your photos will be in the category called Imports.
5. Select **OK** and then select **Go to Home**.

Phone Calls and Texting

Your device has an internal Bluetooth module that will allow you to pair with Bluetooth devices such as a cell phone, speaker, switch, or headset. Texting requires an Android™ phone with the PRC-Salttillo AeroText™ app installed.

Download the AeroText App to Your Android Phone

1. On your phone, open your internet browser.
2. Go to <https://www.prc-salttillo.com/texting>. Check "I agree to the End User License Agreement" and then click the **Download AeroText** button.
3. When the download is complete, go to the app listing and then go to **Settings**.
4. Go to **Security**.
5. Find the setting **Unknown Sources** and turn it on. When a pop-up box appears, tap **OK**.
Note: This step will vary with the device. If your device does not have the Unknown Sources setting, the setting will probably appear when you install the AeroText.apk file.
6. Tap on the home button at the bottom of the phone.
7. Tap **Apps > File Manager**.
Note: This will be named differently depending on your brand of phone. If your phone does not have a file manager, Google Play has several to choose from. Choose the one that best fits your needs.
8. Find the **AeroText.apk** in the phone's download folder and tap on it.
9. Tap **Install**.
10. If the Google Protect pop-up box appears, tap **Allow**.
11. When the AeroText.apk is installed, tap the home button.
12. Go to the app listing and then **Settings**.
13. Go to **Security**.
14. Find the setting **Unknown Sources** and turn it off.
15. Tap the home button.
16. Tap **Apps > AeroText**.
17. When "An app wants to turn Bluetooth ON for this device" appears, tap **Allow**.
18. When AeroText opens, tap on **AeroText is not your SMS app** at the top.
19. Tap **Yes** on the "Change SMS App?" pop-up box. This will make AeroText the primary texting app on the phone.

Pair and Configure Your Phone

1. On your Accent device, go the toolbox and select **Maint Menu**.
2. Select **Hardware Diagnostics** and then select **Phone Configuration**.
3. Select **Pair to Phone**.
4. If you are prompted for a PIN, enter **0000** on your phone.
5. The Bluetooth Status on your device should display "Connected".
6. Select **OK** to exit from the toolbox.

Set up Calling and Texting

1. From the Phone Configuration menu, set “Use Phone For” to **Calling and Texting**.
2. Select **Load or Update Phone Pages** and follow the prompts.

Note: If “Use Phone For” is set to **Calling** only, you will not be able to send or receive text messages or be able to navigate to the Phone Texting Page.

Make a Phone Call

1. Navigate to the phone/calling pages in your vocabulary.
2. Select the **Call** tab.
3. Select the contact you would like to call. If no contacts are listed, select Manual Dial to dial the phone number directly and press Send.
4. After selecting the contact, you will be taken to the phone on a call page. Use the keyboard or Quick Messages from this page or your vocabulary to talk on the phone.
5. To end the call, select the red **End Call** key.

Texting

1. Navigate to the texting pages in your vocabulary.
2. Select the **Android Texting** tab.
3. Select **New Convo** to navigate to the Phone Texting Contacts page and start a new conversation.
4. Read existing conversations by selecting one of the yellow conversation buttons. Details to the conversation will appear on the blue message buttons.
5. To copy, view, or reply to a text message, first select it from the blue column. Then select the command from the white column.

Troubleshooting

If you have a problem that is not described here, call PRC-Salttillo Service at 800-262-1990. Outside the U.S., call your local distributor.

Service Disclaimer: PRC-Salttillo Service is not responsible for lost vocabulary on devices returned for service. Before you return a device for servicing, back up your vocabulary on a USB memory device.

You hear a strange noise when selecting a key

A dynamic activity is stored under the key(s) but it is hidden. Open the **Dynamic Activity** menu to see if something is stored at this location. If you see the sequence but the activity is listed as "unknown" you may have deleted the activity at some other time. You must either add the activity, or delete the sequence by activating the **Delete Dynamic Activity** key in the Dynamic Activity menu and then selecting the key or sequence you stored the activity under.

Your device won't activate a key you have selected

Your touchscreen may be dirty or greasy from fingerprints. Thoroughly clean and dry the screen. Follow the Clean Your Display instructions in the Troubleshooting section of the hardware manual for your device.

Auto-repeat won't work when you are using "Activate Key When = Released"

The key is selected after you have released it and after the **Release Time** has expired. If you have set a long Release Time you must wait for it to expire before the key will begin to repeat.

You are using your Core vocabulary but you keep getting error beeps and/or things are not working correctly

Note: This issue applies to non-dedicated devices only.

You probably have a Windows program open and Output turned on. Go to the Toolbox and select **Output Menu**. Make sure the Output option is turned off. If you frequently use the internal computer and encounter problems with NuVoice, always check the Output Menu first. When the Output option is turned on, anything you do using NuVoice and vocabularies will be sent to the computer. If you forget you have Output turned on, some things you do in NuVoice may affect the Windows program and cause problems.

Your device is not producing any audio—you cannot hear messages



To prevent possible hearing damage, do not listen to earphones at high volume levels for long periods.

Option 1: Try using the device volume button to turn up the volume in case it was accidentally turned all the way down.

Option 2: Make sure the device volume button hasn't been deactivated in the software.

1. Check the status display area on your device screen to make sure lines are visible in the Volume bar graph. If not, select the Volume Up key in the Toolbox until you see some lines in the bar graph.
2. Select a message and see if it's spoken so that you can hear it.
3. If that doesn't work, open the Feedback Menu and make sure the External Speaker option is turned off.

Option 3: On non-dedicated devices, check that the volume is not muted in Windows.

1. Open the Windows Start menu.
2. Select Control Panel.
3. Select the category that includes the Sound options.
4. Select the Volume tab. Make sure the Mute box is unchecked.

The access/control options work in some environments, but not others

Note: This issue applies to non-dedicated devices only.

There is 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 computer access, remote control commands, etc., may not work. Turn the lights off and the IR will work.

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