Accent™ 1400

Hardware Manual

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Prentke Romich Company

CE

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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. This product can only be installed on wheelchairs bracket, and the distance away from the body must be greater than 20cm.

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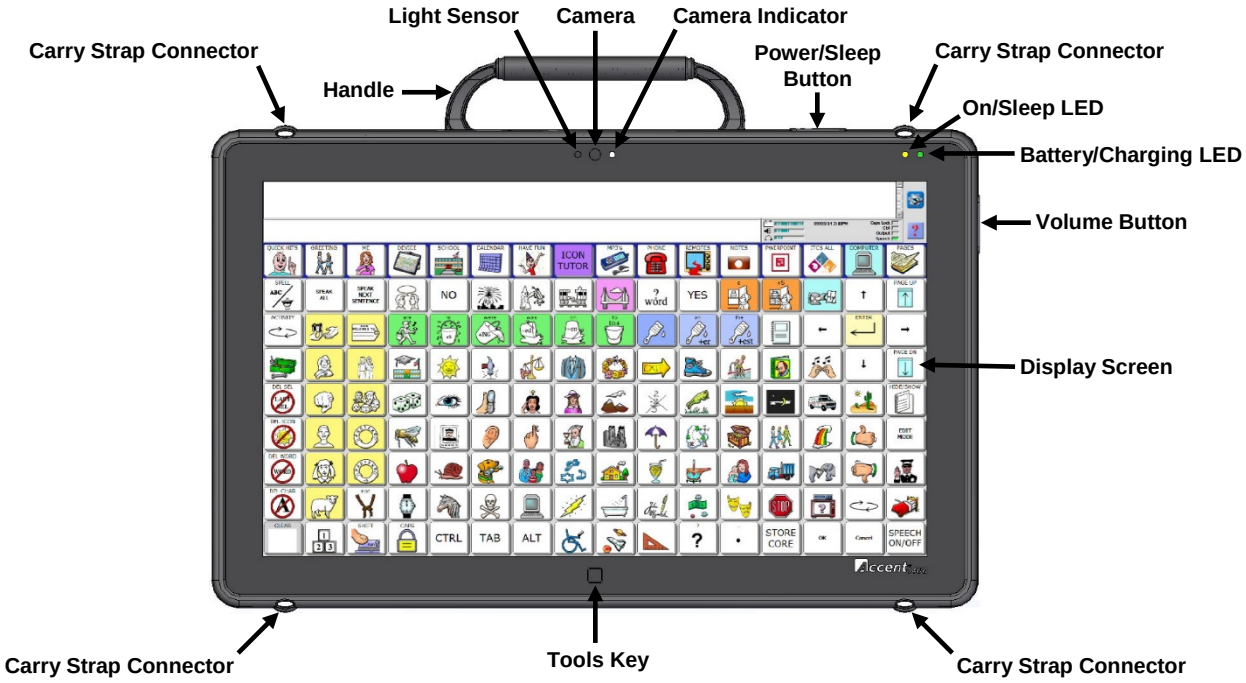
Introduction

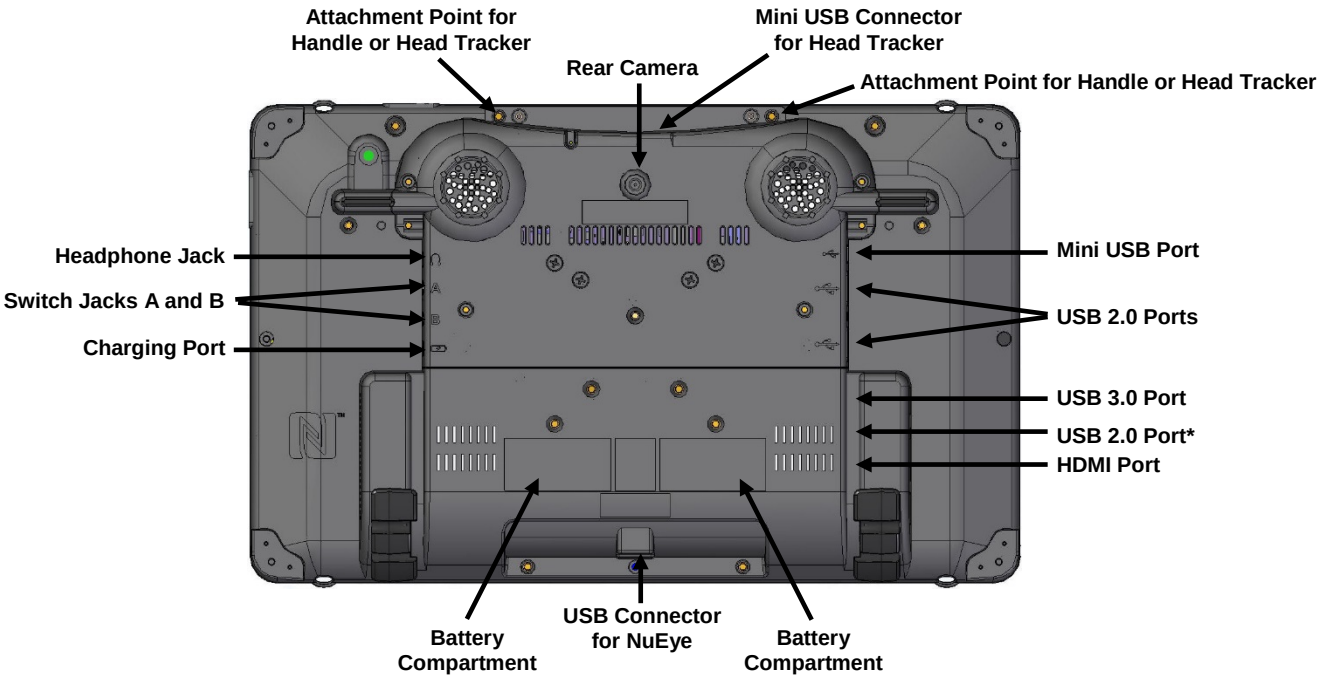
The Accent™ 1400 is a speech-generating device that offers user-friendly features to make speaking fast and easy for individuals with severe speech impairments. This manual describes how to use and maintain your device.

To learn about the NuVoice™ software that comes with your device, use the Help button to the right of the text display area when the device is turned on. You can also download the latest version of the **NuVoice Software Manual** from the PRC web site: www.prentrom.com/support.

Front View

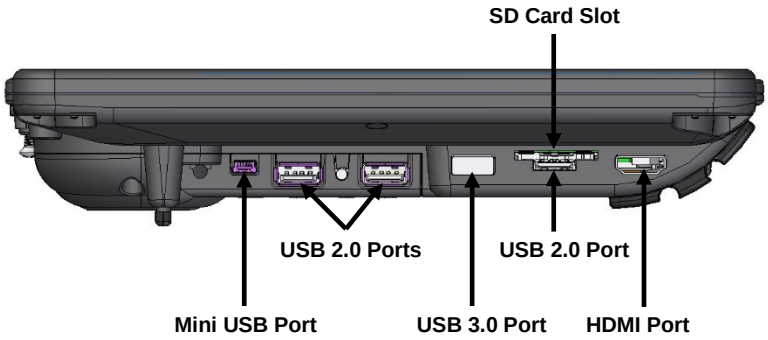


Back View



*** SD card slot located above this USB 2.0 port**

Side View



Note: **The USB 3.0 port supports USB 3.0 and USB 2.0 accessories.**
The USB 2.0 ports supports USB 2.0 accessories only.

Overview of Device Features

Power Button

When you press the power button, the On/Off LED will illuminate and the device will open to NuVoice. For information about setting up and using the power button, see “Managing Power Settings” on page 24.

Volume Button

Use the volume button to increase or decrease the volume. You can also use the volume controls in NuVoice.

Tools Key

Select the Tools key to open a menu of often-used tools. Select the **Toolbox** key in the menu to open the Toolbox. Select the **Tools** key ***twice*** to bypass the menu and open the Toolbox directly.

On/Sleep LED

When you press the power button to turn the device on, the On/Sleep LED will illuminate.

Battery Charging LED

When the battery charger is plugged in, the battery charging LED will flash. If the batteries are very low, the LED will flash rapidly until the batteries are charged. When the batteries are mostly or fully charged, the LED will blink approximately once per second to indicate the charger is plugged in.

Touch Screen

⚠ ***Do not use sharp, pointed objects on the touch screen!*** The touch screen is designed to be used with your finger or the stylus that came with your device. This stylus is made specifically for a ***capacitive*** touch screen. Anything else will harm your touch screen and may cause your device to stop working.

⚠ 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.

Switch Jacks A and B

If you use a switch or switches for access to your device, plug them into these jacks. To use a joystick, you will need a Y-adapter. If you have a joystick plugged in and it does not respond normally, reverse the way it is plugged in (plug switch A into jack B, switch B into jack A).

Removing the Handle

If you want to remove the handle from the device, simply remove the two screws that hold it in place.

Attaching the Keyguard Frame and Keyguard

Attaching the Keyguard Frame

1. Press the top of the keyguard frame into the slots on top of the device (with or without the handle).
2. Push the sides of the frame down, pulling out slightly until the fit over the sides of the device.
3. Pull out slightly on the bottom of the frame and push it over the bottom of the device.
4. Snap the frame into place.

For a More Secure Fit

When you initially attach the keyguard frame, the sides rest against the sides of the device loosely. When you insert a keyguard into the frame, a client could pull very hard on the keyguard and pull it loose from the frame. To prevent this from happening:

Secure the sides of the frame by pressing hard on each side until it snaps into place. The sides now fit tightly against the device, and the keyguard cannot be pulled loose.

Note: Once you snap the sides of the frame into place, they are very difficult to pull loose, even if you want to remove the frame intentionally.

For an Even More Secure Fit

Insert the two screws that were provided with the frame through the holes in the top of the frame and into the corresponding holes in the top of the device. Then tighten the screws.

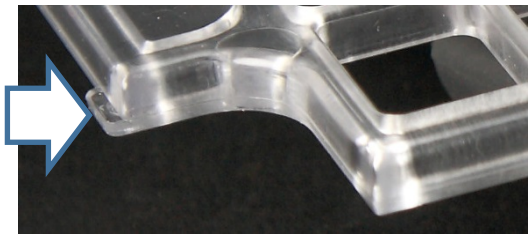
Now you are ready to insert the keyguard into the frame.

Attaching the Keyguard

Keyguards are available in black only. To add color to the device, you might want to attach a frame of a different color. See “Replacing the Keyguard Frame” on page 14.

1. Hold the keyguard over the screen, with the pins toward the top of the screen and the tabs toward the bottom.

   Important! Position the keyguard so that the tabs are on the bottom. The tabs must be able to lie flat against the screen, allowing the keyguard to snap into place.

2. Insert the left keyguard pin into the opening near the top of the left side of the keyguard frame.

3. While holding the left pin in place, lift upward with your fingers to bend the middle of the keyguard upward slightly. Then insert the right pin into the opening on the right side of the keyguard frame.

4. Press down on the bottom portion of the keyguard to snap the tabs into place over the screen.

Note: If the keyguard tabs do not snap into place, make sure that the keyguard is not upside-down.

Raising the Keyguard

If you need temporary access to the screen—for example, for programming, changing device settings, cleaning the screen, etc.—you can raise the keyguard without removing it completely.

Note: If you want to remove the keyguard from the device completely, see "Removing the Keyguard" on page 13.

1. While holding the bottom edge of the device with one hand, use the thumb of your other hand to grasp the bottom edge of the keyguard in the middle.
2. Pull upward to release the bottom tabs.
3. Leaving the pins inserted in the top of the frame, simply lift the bottom of the keyguard to uncover the screen.
4. The keyguard will remain the upright position, giving you easy access to the screen.

Removing the Keyguard

1. While holding the bottom edge of the device with one hand, use the thumb of your other hand to grasp the bottom edge of the keyguard in the middle.
2. Pull upward to release the bottom tabs.
3. Lift upward with your fingers to bend the middle of the keyguard upward slightly.
4. Pull the pins out of the openings at the top of the frame.

Replacing the Keyguard Frame

Keyguard frames are available in black, red, green, yellow, and blue. At some point, you may decide to replace the frame with one of a different color.

1. Remove the keyguard from the frame. See “Removing the Keyguard” on page 13.
2. If you secured the frame to the top of the device with two screws, remove the screws.
3. Pull the sides of the frame loose from the device . If you snapped them in place, you’ll need to grip the sides and pull hard.
4. Snap the bottom of the frame loose from the device and lift the frame off the device.
5. Attach the new frame. See “Attaching the Keyguard Frame” on page 11.

Installing the Wheelchair Mounting Plate

With the mounting plate in place, the device can be mounted on a table stand or a wheelchair mount. If you purchased the wheelchair mounting plate, you received the mounting plate and three screws in a plastic bag.

➲ If you ordered a separate NuEye™ Tracking System, a different mounting plate will be needed. Instructions are included with your NuEye unit.

1. Place the device face down on a flat surface. Be careful not to scratch the display.
2. Place the mounting plate over the small holes on the back of device.
3. Place the screws through the mounting plate and device holes and tighten the screws.

Attaching the Carry Strap

Note: Not all devices come with a carry strap.

The carry strap connectors are located on the top and bottom of the device. At the end of each side of the strap there is loop connector and, on the strap side, a quick-release connector.

1. Decide whether to connect the carry strap to the top or bottom connectors on the device.
2. Detach the loop connector from the strap by pressing in on the sides of the quick-release connector.
3. Thread the loop through the carry strap holder.
4. Thread the connector through the loop and pull it securely to the strap holder post.
5. Insert the loop connector into the strap connector until the two pieces click and hold together.
6. Repeat these directions to connect the other end of the strap to the device.

Charging the Batteries

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

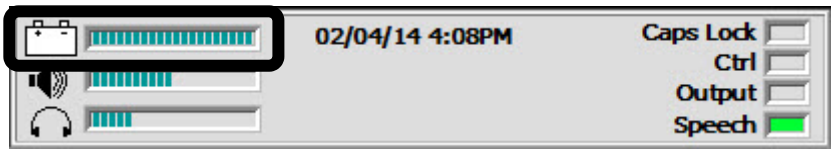
How long the batteries last depends on how you are using your device. You may be able to get 10 or more hours of use from one charge, or you may use your device so heavily that a charge only lasts 6-8 hours. Spend some time using your device every day in different ways to learn how much battery life you will get from a single charge.

The time required to fully charge the batteries varies depending on the charge level when the charge begins. When your batteries need to be charged, a warning will be displayed on the screen telling you to plug in your charger. You will also hear a low-battery warning.

Plug in the small end of the charger cable. Plug the larger end into a wall outlet.

➲ The best practice is to plug in your battery charger every night when you go to bed and any time you see the low battery warning and/or the low battery LED comes on.

The status area of your display and the Battery Menu in the Maintenance Menu are places to check for battery information. In Windows®, look for the battery-charging icon in the task bar.



The status area on the display when the device is turned on

Connecting to a Computer

You can connect your Accent to a computer using the mini-USB cable that came with your device. You can also use a PRC Bluetooth wireless adapter.

Using the Mini-USB Cable

Connect the Cable

1. Plug one end of the cable into the mini-USB port on the back of your device.
2. Plug the other end of the cable into the mini-USB port on your computer.
3. If your device and your computer are not already turned on, turn them on now.

On Your Device

1. Select the **Tools** key on the front of the device or select the **Tools** key to the right of the text display area.
2. Select the **Toolbox** key.
3. In the Toolbox, select **Output Menu**.
4. Set Output to **On**.
5. Set Output Destination to **External**.
6. Set Output Method to **USB**.
7. Set Host Computer to the type of computer you are using: **IBM** (PC) or **Mac**.
8. Select **OK** to exit the menu.

Using the PRC Bluetooth Wireless Adapter

To connect wirelessly to a computer, you must use the PRC Bluetooth wireless adapter.

The adapter is available from the PRC Website: www.prentrom.com. Select **Products**, **Accessories**, **Bluetooth**. You can also call the PRC Sales Department: (330)-262-1933 or (800)-262-1933.

You can only 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 need to press this white circle during the setup 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. Make sure your device is turned on.
3. Select the **Tools** key on the front of the device or select the **Tools** key to the right of the text display area.
4. Select the **Toolbox** key.
5. In the Toolbox, select **Output Menu**.
6. Set Output to **On**.
7. Set Output Destination to **External**.
8. Set Output Method to **Bluetooth**.
9. 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.
10. 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”.
11. Exit the Output menu and go to your spelling keyboard.
12. Open a Word document or an application on your computer that you can type into.
13. Begin typing on your spelling keyboard. Your information should appear on your computer screen.

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

➲ The Bluetooth adapter has a wide range. Your 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 reconnect to any Bluetooth devices you have been paired with. **Disconnect** allows you to disconnect from your current Bluetooth device.

Setting Up Infrared (IR) for Remote Controls

IR capability is enabled automatically with the Accent. The IR area of your device is on the back of the case on each side of the headphone jack, near the top. When you are facing the front of the device, the **IR learning receiver** is on the top left and the **IR transmitter** is on the top right of the IR area.

You can teach infrared signals for almost any appliance you own that has a remote control. 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 area is facing in the general direction of the appliance you want to send the signal to.

Use the IR Setup Menu in the NuVoice Toolbox to teach remote signals to your Accent. The following IR functions can be performed in NuVoice by using **IR Setup Menu** in the Toolbox:

- Add, modify, delete, or rename a device/appliance
- Add, change, delete, and test IR functions

Adding a Device

Several devices are already set up in the Accent. You only need to teach the signals to your device. To add additional devices, select **Add a Device** and follow the instructions on the display.

Modifying a Device

1. Use the Up/Down arrows to select the appropriate device. When the appropriate device is found, tap the button for the desired function and follow the instructions on the display.
2. Select **Modify Selected Device**.
3. Select the function to be changed and follow the instructions on the display.
4. When instructed, point the appliance's remote control at the top of the Accent and press the appropriate function button on the remote (for example, the power button).

   ➲ When teaching the device a new signal or re-learning a signal, make sure the remote is pointed directly at the IR learning receiver on the left side of the headphone jack.
5. The Accent will beep when it receives the signal.
6. Select **Test Signal** to confirm that the signal functions properly.

   ➲ The Re-Learn All Signals option allows each signal for an appliance to be re-learned without re-entering the menu each time.

Sending IR Signals to an Appliance

1. Make sure the IR area on the Accent is facing toward the appliance that will receive the signal.
2. Select the device remote from the vocabulary screen.
3. Select the desired function.

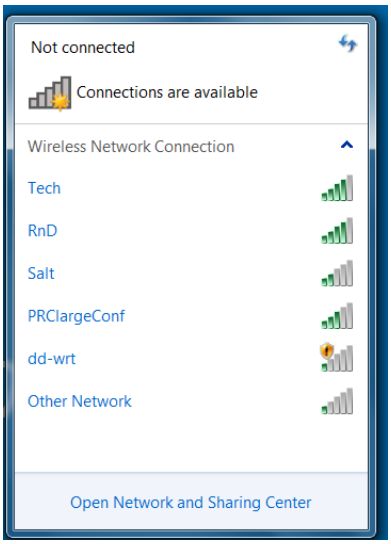
Setting Up a Wireless Internet Connection

You can set up your device for a wireless Internet connection. You must have access to a local Wi-Fi network. In the Accent, Wi-Fi and Bluetooth are always turned on.

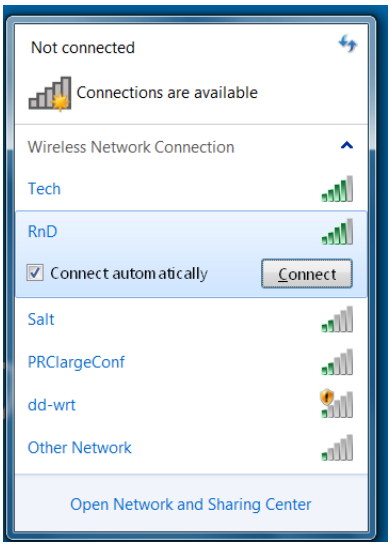
➲ PRC is not responsible for the setup of your wireless network.

➲ 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.

1. Turn your device on.
2. Select the **Tools** key on the front of the device or select the **Tools** key to the right of the text display area.
3. Select the **Toolbox** key from the Tools menu.
4. Select **Maintenance Menu** from the Toolbox.
5. Select **Hardware Diagnostics**.
6. Select **Network Setup**.
7. From the Network screen, select the **Connect or disconnect** link.
8. You will 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.



9. Select the network you want to connect to.



10. Select **Connect**.

11. Follow the directions on your display.

12. You may need to enter a network key or password.

13. When you are connected, the Wi-Fi icon in the task bar changes to bright white.

14. Exit the menu and go to the Internet to test the connection.

Using the Cameras

The front camera is located in the center of the device at the top of the display. The rear camera lens and flash are located on the upper left side on the back of the case.

The NuVoice Toolbox contains a **Camera Menu**. Your vocabulary may also have a camera page or camera activity that contains the Camera Menu. The Camera Menu provides an option to zoom in or pan in any direction.

Hold a photograph 6-8 inches away from the lens and take a picture of the photo and use it as an icon or visual scene.

Camera applications such as Skype™, Windows Movie Maker, etc. can be used. Follow the directions provided with each specific camera application.

To switch between the front and rear cameras, select the **Change Camera** icon in the lower left corner of the Camera toolbar.

To Use the Cameras in NuVoice

1. Select the **Tools** key to the right of the text display area.
2. Open the **Toolbox**.
3. Select **Camera Menu**.
4. To switch between the front and rear cameras, select **Choose Camera**.
5. Select **Front Camera** or **Rear Camera**.

Managing Power Settings

To manage your device's power settings, go to the Toolbox, select **Maintenance Menu**, and select **Power Management**. The power management options are I/O Function, Shutdown, Restart, Auto Backlight Dim, and Auto Sleep.

Using the Maintenance Menu Power Options

I/O Function

The options are Sleep, Shutdown, and Disable. The options operate as follows when selected.

Sleep	When you select Sleep, your device will go to sleep when you press the power button. Press the button again to turn your device back on. In this mode your device will come back up more quickly than after a shutdown. This also returns you to where you were before it went to sleep. Sleep is the default setting.
Shutdown	When you select Shutdown, your device will shut down completely. In this state, your device uses almost no energy. It also will take your device longer to come back up when you turn it back on.
Disable	When you select Disable, the power button is disabled. If you select this option, once you turn your device on, it will not turn off again. This option does ***not*** conserve battery energy.

Shutdown

The Shutdown key allows you to completely shut down your device. For details on using this key, see "Performing a Full Shutdown" on page 25.

Restart

The Restart key provides a way to restart your device without having to go to the Windows Start menu. You should rarely need to use this key.

Auto Backlight Dim

Auto Backlight Dim will dim your backlight automatically after the amount of time you set passes. Setting a time will help conserve battery power.

Auto Sleep

Auto Sleep will put your device to sleep automatically after the amount of time you set passes. If you set Auto Sleep to **Off**, your device will never go to sleep.

Shutting Down the Accent using Windows

Selecting **Shutdown** from the **Power Off** menu in the **Charms** menu only puts the device into a form of “sleep”. This takes about 30 seconds. The advantage is that the device wakes up quickly. The disadvantage is it does not clean up the memory or provide a fresh start when the device restarts. When the device is asleep, the blue indicator light turns off.

1. Bring up the Windows Start screen.
2. Pull out the **Charms** menu from the right side of the display.
3. Select **Settings**.
4. Select the **Power** icon and **Shutdown**.

Remember: This does ***not*** perform a full shutdown.

Waking Up the Accent

1. Lightly press the power button.
2. The device will wake up and return to the Windows Start screen.
3. If NuVoice does not open on its own, open NuVoice by selecting the NuVoice tile on the Start screen. Or select the Accent screen and then select the NuVoice icon.

Performing a Full Shutdown

A full shutdown should be done at least once a week. Follow these steps to ensure a complete shutdown of the device.

1. In NuVoice, select the **Tools** key to open the Tools menu.
2. Open the **Toolbox**.
3. Select **Maintenance Menu**.
4. Select **Power Management**.
5. Select **Shutdown**.
6. A yellow prompt box asks “Are you sure?” Select **Yes**.

When the device has shut down, it will automatically return to NuVoice when powered on again.

Tip: You can set up a key in NuVoice to perform a complete shutdown by inserting the **Shutdown** tool.

Updating NuVoice

➲ We recommend that you install NuVoice updates as soon as they are available.

Updating via the Internet

1. Plug in the battery charger.
2. Select the **Tools** key.
3. Select the **Toolbox**.
4. Select **Maintenance Menu**.
5. Select **Software Update Menu**.
6. Select **Internet Update**. A yellow dialog box will display an option to update the software. Select **Yes** and follow the instructions that appear on the display.

Updating via USB Flash Drive

1. Plug a USB flash drive into your computer.
2. Go to www.prentrom.com/downloads/updates
3. Find the latest Accent 1400 update and download it to your computer desktop.

   ➲ You can also download update instructions.
4. Copy the downloaded software update to your USB drive.
5. Remove the USB drive from your computer and plug it into one of the USB ports on your Accent.
6. Select the **Tools** icon.
7. Select the **Toolbox**.
8. Select **Maintenance Menu**.
9. Select **Software Update Menu**.
10. Select **USB Update**.
11. A yellow dialog box appears with an option to update the software. Select **Yes** and follow the instructions that appear on the display.

Storing Your Device

➲ If you are not going to use the device for at least a month, store it in a dry place with moderate temperatures (not too cold or too hot).

1. Charge the batteries to **Full**.
2. When the batteries are fully charged, go to the Toolbox and select **Maintenance Menu**.
3. Open the **Battery Menu**.
4. Select **Enter Ship Mode**.
5. Respond **Yes** to put your device into Ship Mode.
6. Select **OK** to exit the Battery Menu.
7. Select **OK** to exit the Maintenance Menu.
8. **Unplug** the battery charger.

When you are ready to use your device again:

1. Plug in the battery charger.
2. Press the power button on your device. Your device will boot up. Leave the charger plugged in until the batteries are fully charged.

You can always check the status of the charge by looking at the bar graph next to the battery icon in the status display area.

If the batteries have gone completely dead: Plug in the battery charger. The charging LED on the front of the device 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 which indicates the batteries are full. For additional information, see “Battery Troubleshooting” on page 31.

Disposing of the Device or Batteries

⚠ Device Disposal

Please dispose of your device in accordance with your 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 in accordance with your local, state, and/or country regulations.

Cleaning and Disinfecting

If your device will only be used by one client, routine cleaning and disinfecting should be sufficient. If, however, multiple clients will be using the device, take additional measures to clean and disinfect the device after it has been used by one client before allowing it to be used by another client.

Routine Cleaning and Disinfecting

Cleaning the Case

Before cleaning the case or the display, turn the device off. Clean the case with a slightly dampened, lint-free cloth. Dry the case thoroughly with another lint-free cloth before turning the device on.

Cleaning the Touch Screen

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

To dust the touch screen, use a soft, lint-free cloth. For heavier cleaning, use a slightly dampened, lint-free cloth and then dry the screen with another soft, lint-free cloth.

➲ Do not use solvents or abrasives on the touch screen or the case.

Cleaning Keyguard Frames, Keyguards, and TouchGuides

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

Disinfecting

To disinfect everything but the display, use a solution of vinegar and water (¼ cup vinegar to 1 cup water). Wipe the case (not the display) using a cloth dampened with this solution.

Wash the Keyguard frame, Keyguard, and TouchGuide separately with the vinegar and water solution. Allow all equipment to air dry. ***Do not use vinegar and water on the display!***

What about drooling/saliva?

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

What about spills, rain, or 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, call the PRC Service Department and tell them what happened. They may ask you to send in your device for servicing.

Disinfecting a Device and Accessories for Use by Multiple Clients

Note: This section applies only when multiple clients will be using the same device. In that situation, it's vital to effectively disinfect the device and accessories that have been used by a client before handling and use by another client.

First Step: Put on protective gloves

Next Step: Clean the device and accessories

1. Wipe down the device and accessories with disinfectant wipes (Virucidal, Bactericidal, Pseudomonacidal, Tuberculocidal, Fungicidal)—Metrex CaviWipes™. Follow the disinfectant product manufacturer's instructions for *cleaning*.
2. Take a Q-tip with cleaner applied (for example, Windex® or another commercial cleaner) and clean inside all cracks and crevices. You may want to use a toothbrush or similar brush.
3. Blow the device off with an air hose, or wipe it dry.

Important! Make sure all soil is removed from the device and accessories. This is vital before proceeding to disinfecting the equipment.

Next Step: Disinfect the device and accessories

1. Wipe down the device and accessories with a new disinfectant wipe (Virucidal, Bactericidal, Pseudomonacidal, Tuberculocidal, Fungicidal)—Metrex CaviWipes. Follow the disinfectant product manufacturer's instructions for *disinfecting*.
2. Make sure to clean inside all cracks and corners, and wipe more than once if necessary to keep the device wet for a minimum of three (3) minutes.
3. Allow the device and accessories to dry.

Final Step: Wipe the touch screen

1. When the device and accessories are dry, wipe down the viewing area (device touch screen, TouchGuide, Keyguard, etc.) with glass cleaner, so the screen doesn't discolor.
2. Allow the equipment to dry.

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: (800) 262-1990. Outside the United States, call your local distributor.

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

If the batteries die while the NuVoice software is running:

The battery charger LED and the charging LED on the front of the device will begin to alternate flashing. Plug in the battery charger to continue using the device. If you do not plug in the battery charger, NuVoice and/or the operating system will shut down, the LEDs will stop blinking, and the device will turn off.

To restart the device, plug in the battery charger, press and hold the power button for a few seconds, and watch the display screen. If the batteries were completely dead, you may want to let them charge for awhile before you turn your device on.

General 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” on page 29. 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 the device is being used 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 correctly.

NuVoice Troubleshooting

If you are experiencing problems with the device operating system or the NuVoice software, it is important to read and follow these instructions.

For any internal system software troubleshooting, ***always*** plug in the battery charger first.

The Device Stops Speaking

1. In NuVoice, select the **Tools** icon and then select the **Toolbox** key.
2. Select **Maintenance Menu**.
3. Select **Power Management**.
4. Select **Shutdown**.
5. When the device has shut down, use an unbent paper clip to press the **Reset** button. A beep will sound to indicate the device has reset.

   Note: The Reset button is located in a small hole between switch jack A and switch jack B on the back of your device.

The Device is Not Working Correctly or Freezes, but You Can Access NuVoice

➲ Do not use the power button.

1. In NuVoice, select the **Tools** icon and then select the **Toolbox** key.
2. Select **Maintenance Menu**.
3. Select **Power Management**.
4. Select **Restart**.

The NuVoice Toolbox is Not Responding or is Unavailable

1. Open the Windows **Start** menu.
2. Pull the Windows **Charms** menu from the right side of the display.
3. Tap the **Power** icon.
4. Select **Restart**. ***Do not select Shutdown***.

If you have access to a USB keyboard:

1. Plug the keyboard into a USB port on the Accent.
2. Press **Ctrl-Alt-Del**.
3. If a blue screen appears with **Lock, Switch**, **Sign-out**, etc. on it, use the **Tab** key until it highlights the **I/O** option in the lower left corner.
4. Select **Enter**.
5. Select **Restart**.

As a Last Resort

Press and hold the device power button until the device shuts down (about 10 seconds). Press the power button again to restart the device.

Important! This action may cause issues with the memory and performance of the device.

If the device is still not working correctly, proceed to the next section, “Restoring Windows”.

Restoring Windows

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

In the event that the device's hard drive or the Windows operating system quits working, the Windows system software may need to be restored. As a rule, Windows will sense when something is wrong and repair itself or display an “Advanced Boot Options” screen with a list of options.

Important! The Restore process will ***erase everything*** on the device's hard drive. This includes Internet access, programs, hardware drivers, etc. Before restoring the device, call the PRC Service Department at (800) 262-1990. Outside the U.S., call your distributor.

The Restore process generally takes anywhere from 30 minutes to an hour. You need to be available when the restore is complete.

1. Plug in the battery charger.
2. Pull the Windows **Charms** menu from the right side of the display.
3. Select **Settings**.
4. Select **Change PC Settings** in the lower right corner of the menu.
5. Select **General** from the **PC Settings** menu on the right side of the screen.
6. On the right side of the screen, scroll down to **Remove everything and reinstall Windows**.
7. Select **Get Started**.
8. A blue screen appears explaining what will happen next. Select **Next**.
9. A blue screen appears with “Just remove my files” and “Fully clean the drive” on it. Select **Just remove my files**.

   ➲ The “Fully clean the drive” option may take 2.5 hours to complete and is not necessary.

10. Another blue screen appears stating that Windows is ready to reset the computer. Select **Reset** to continue or **Cancel** to stop the Restore process.

When the Restore is Complete

1. Follow the Windows Setup and Customizing instructions that appear on the screen.

   ➲ Use **accent 1400** for a username or account name.

2. From the Windows **Start** screen, select the **Accent** icon to go directly to NuVoice or select the Accent tile to go to the Accent screen. Then select the NuVoice icon in the upper right portion of the screen.

3. NuVoice will automatically install and generate the icon sets. This process will take several minutes.

4. When NuVoice is set up, the system will restart and open NuVoice automatically.

5. Select **I Agree** on the Software License Agreement.

6. NuVoice will open the Exploration Wizard.

7. To exit the Exploration Wizard, select the vocabulary you want to use.

   If the vocabulary you want is not shown on the Wizard, open the Toolbox, select **User Area Menu**, select **Replace User Area**, and follow the directions on the display to select the vocabulary you want to use.

Activating Your Copy of Windows

➲ If you don't see "Activate Windows", Windows is already activated and you don't need to do anything.

"Activate Windows" is only visible if you had to restore your Windows operating system. In that case, if you do not activate your copy of Windows within 30 days, Windows will quit working and you will not be able to use your device until you restore or activate Windows. You can activate Windows by Internet or phone. If you use a phone, you must have a USB keyboard to plug into your device.

To begin:

1. Select the **Tools** key and open the **Toolbox**.
2. Select **Maintenance Menu**.
3. Select **Activate Windows**.

To activate Windows over the Internet:

1. After making sure your Internet connection is working, tap on the time/date area in the task bar at the top of your device screen.
2. In the menu that appears, make sure the date and time are set correctly. If they are not, set them to the correct date and time. Tap the menu (or the display) to exit.
3. Select **Activate** from the Windows Activation window.
4. When "Thanks, you're all finished" appears, 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 need to speak into the phone and type onto the display screen.

1. Position your device near your phone.
2. Select **Activate by Phone** from the Windows Activation window.
3. Select your location.
4. Dial the number you see on the screen.
5. Listen to the introduction. Respond **Yes** to the "Activate Windows" question.
6. 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.
7. Type these numbers into the blocks on your screen as you receive them.
8. Click on **Next** when asked.
9. Click on **Finish**.