



UbiDuo^s 3

User Manual

Table of Contents

Table of Contents.....	1
Welcome	2
FCC.....	3
Compliance Statement (Part 15.19)	3
Warning (Part 15.21)	3
FCC Interference Statement (Part 15.105 (b))	3
Specific Absorption Rate (SAR)	3
A Note From the sComm CEO & Co-Founder	4
Important Information.....	5
Separating the Two Halves of the UbiDuo 3	5
Power and Ports Panel.....	6
3.5mm Audio Socket.....	6
USB-A Flash Storage Port.....	6
USB-C Charging Port	6
Mini HDMI Port	6
Powering the UbiDuo 3 “ON” and “OFF”	7
Main Menu Icons and Accessible Functions.....	8
Conversation Icon	8
Scrolling Through a Conversation.....	8
Exiting the Split Screen Chat.....	8
Settings Icon.....	9
Navigating Within the Settings Icon	9
Appearance	9
Brightness/Sleep Timer.....	9
Screen Options.....	9
Changing the Split Screen Font and Color	10
Saved Icon – Save, View, and Delete Conversations.....	10
Viewing Saved Conversations.....	11
Transferring a Saved Conversation to a Computer	11
Deleting a Saved Conversation	11
Setting the Time and Date	12
UbiID – Naming Each Half of the UbiDuo 3	12
About.....	13

In Range.....	13
Inviting Other UbiDuo 3 Devices to Chat.....	13
Holding a 3-Way or 4-Way Conversation	13
No Units In Range	13
Setting Pre-Programmed Messages	14
Administrator Icon	14
Wireless Enabled.....	14
Allow Chat Save.....	14
Start in Conversation Screen	14
Software Update.....	14
USB Port	14
Updating the UbiOS Software.....	15
Features for People with Low Vision	15
Charging the Batteries	16
Function Keys, Shortcuts, and Emoticons	16
Fn (Function) Key Shortcuts:.....	16
Emoticons.....	17
Control Keys	17
Shift Keys.....	17
Special Functions	17
Customer Service and Technical Support.....	18
Warranty Information.....	19

Welcome

We are excited to welcome you to the sComm family of UbiDuo users! Whether you have recently purchased a UbiDuo 3 Wireless, UbiDuo 3 Wired, UbiDuo Text to Speech 1 (TTS1) or a UbiDuo 3 Text to Speech 2 (TTS2), we hope you find this User Manual helpful in making changes to maximize the use of your UbiDuo 3 and make it easy for those who are deaf, hard of hearing or hearing to use.

FCC

If trouble is experienced with this equipment, for repair or warranty information, please contact sComm toll free at 866-505-7008 (voice), or 816-527-9079 (video phone.)

There are no user serviceable components within this equipment.

Compliance Statement (Part 15.19)

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following 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 (Part 15.21)

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Interference Statement (Part 154.105 (b))

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. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by trying one of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

This portable transmitter with its antenna complies with FCC's RF exposure limits for general population/uncontrolled exposure.

Specific Absorption Rate (SAR)

This portable equipment with its antenna complied with FCC's RF radiation exposure limits set forth for an uncontrolled environment. This equipment has shown compliance with FCC's Specific Absorption Rate (SAR) limits. To maintain compliance, this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

A Note From the sComm CEO & Co-Founder

Thank you for purchasing a UbiDuo 3, the next generation UbiDuo 3, the World's Most Ubiquitous Communication Device for people who are deaf, hard of hearing, and hearing who interact with each other face-to-face every day. It is not only for the deaf and hard of hearing, but also for those who have communication barriers. The UbiDuo 3 has opened the door for many people and has given them a sense of freedom and independence like nothing else. With the UbiDuo 3, you'll be able to communicate directly, without an interpreter and without writing notes back and forth on paper or reading lips, anywhere anytime and, most importantly, be able to interact with each other directly without barriers.

For those of you who have purchased a UbiDuo 3 to better serve clients or employees who are deaf or hard of hearing, congratulations. The UbiDuo 3 empowers deaf and hard of hearing employees to interact with hearing co-workers and managers in addition to interpreters. While there may be some situations like staff meetings or workshops in which an interpreter might be necessary, you now will be able to hold impromptu conversations, quick training sessions or meetings without worrying about an interpreter not being available.

Please remember though, the UbiDuo 3 is designed specifically for face-to-face communication. We hope that every worker who is deaf or hard of hearing in America will have a UbiDuo 3 on their desk or in their work area so that they too can experience the kind of spontaneous conversations that hearing people engage in every day.

We'd love to hear your feedback about the UbiDuo 3, whether you're a person who is deaf or hard of hearing using it in personal or professional settings, or whether you're a business owner who bought the UbiDuo 3 for an employee who is deaf or hard of hearing. We'd love to hear from agencies who have recommended the UbiDuo 3 to clients who are deaf or hard of hearing who interact with the deaf. More information about how to contact us is included later in this manual.

*Communicating freely,
Jason Curry
CEO & Co-Founder*

Important Information

When using electrical appliances, basic safety instructions should always be followed.

- Read all instructions before using the UbiDuo 3.
- To protect against risk of electrical shock, do not put the UbiDuo 3 or its cord or plug in water or other liquids.
- Do not operate either side of the UbiDuo 3 with a damaged cord or plug, or after either side has been damaged in any manner. Contact sComm Tech Support if the UbiDuo 3 is damaged in any way.
- Do not let cords touch hot surfaces and where possible, do not let cords hang over the edge of a table, desk or counter.
- The use of accessories not recommended by the manufacturer may cause fire, electric shock or injury.

The UbiDuo 3 is designed and manufactured to be rugged and durable, however it should still be treated with the same care one would give to a laptop computer. Do not drop it, do not spill liquids on it, and do not unscrew any part of the UbiDuo 3 to remove the casing.

Only use the UbiDuo 3 power cord to charge the units. The UbiDuo 3 charger operates on 120 volts AC; if you are traveling overseas, you will need an appropriate converter.

Separating the Two Halves of the UbiDuo 3

To separate the two halves of the UbiDuo 3 without damaging the internal parts, always lay the UbiDuo 3 on a flat, hard surface such as a desk or a table.



Grasp the two blue mental hinges and pull them away from each other (as seen below).



Follow the same manner in putting the UbiDuo 3 back together by using a flat, hard surface. When you push the blue mental hinges into their slot you will hear or feel a click to let you know the device halves are securely together.

Power and Ports Panel

This section describes the panel on the right-hand side of the UbiDuo 3. Here you will learn about the Power Button and different ports.



3.5mm Audio Socket

Used to connect or attach an external speaker source or headphones (*only SGD/TTS models provide speech generating capability*).

USB-A Flash Storage Port

Used to insert a flash drive/USB stick to the UbiDuo 3 to allow export of saved conversations and install firmware upgrades.

USB-C Charging Port

Used to charge the UbiDuo 3 batteries with the supplied Y-cable cord and power adapter. On select models this port is also used in conjunction with the Y-cable to provide a “wired” connection between the two halves of the UbiDuo 3 in environments where a wireless connection is not permitted for security reasons.

Mini HDMI Port

Allows the attachment of an external monitor or projected screen for easy viewing or to allow user to communicate with a large group of people.

Powering the UbiDuo 3 “ON” and “OFF”

The power button is located at the upper right-hand corner of each half of the UbiDuo 3.

To power “ON” the UbiDuo 3, press and hold the power button for 2 to 3 seconds until the blue power light indicator is illuminated and then release.



To power “OFF” the UbiDuo 3, press and release the illuminated power button.

NOTE: If any existing conversation have not be explicitly saved, turning the UbiDuo 3 “OFF” wipes them from the device’s memory.

Main Menu Icons and Accessible Functions

On this screen you will find several indicators and icons. These include:

- Current date and time.
- Auto Link Indicator – provides a visual confirmation that one half of the UbiDuo 3 is connected to another half.
- Charging Indicator – displays when the half of the UbiDuo 3 is plugged into an electrical outlet.
- Battery Indicator – shows the charge remaining.
- Three main icons.
- Three square background color selection icons for the Main Menu screen (*see image below for more information*).



At the bottom of the Main Menu screen, immediately below the Settings icon, there are 3 (three) square boxes. These are used to select the background color of the Main Menu screen only.

To select which function to use, simply tab the desired icon on the screen, or use the arrow keys to move the highlighted outline to the desired icon and press Enter.

Press the Esc (Escape) key to return to the Main Menu, or touch the return icon (➤) at the top right of the screen.

Conversation Icon

This function allows for both users of the UbiDuo 3 to communicate simultaneously with each other; and is the reason for the UbiDuo's existence. When a key is pressed on one half of the UbiDuo 3, its corresponding character is immediately transmitted to the second half and displayed on the screen. This gives each user the ability to type and read simultaneously without having to wait for the other user to finish typing.

The Enter key does not function as a command to send a line of text; it only commands the UbiDuo 3 to start a new line of text.

Both halves of the UbiDuo 3 must be turned on for a split screen chat to be initiated. The two halves will automatically connect with each other when the split screen chat is selected on one of the halves.



The text you type will appear at the top of the screen. The text the other user types will appear at the bottom half of the screen.

Scrolling Through a Conversation

To review your own chat, use the up, down, left, and right arrows to scroll through the conversation.

To review your partner's chat, press the Tab key to switch to your partner's chat window; then use the up, down, left, and right arrow keys to scroll through the conversation.

Press the TAB key again to toggle back to your own chat window.

Exiting the Split Screen Chat

To exit the split screen chat and return to the Main Menu without saving your conversation, press the Esc key.



Settings Icon

The Settings screen enables the UbiDuo 3 to be configured to suit your preferences. Changes made in this screen will persist even after the UbiDuo 3 is turned “OFF.”

Each UbiDuo 3 half can be configured separately. This allows you to customize the other half to better suit your chat partner if, for example, a different contrast between the background and text is desired.

To enter the Settings screen, tap the Settings icon, or press the Tab key until the Settings icon on the Main Menu is highlighted and then press Enter.



Navigating Within the Settings Icon

Appearance

In the Appearance icon you are able to view and change the screen’s Brightness, Split Screen Options, and Fonts.



Brightness/Sleep Timer

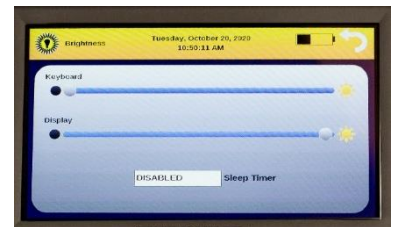
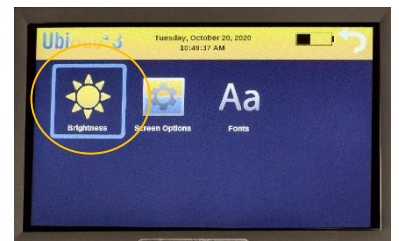
The Brightness setting controls the brightness of the screen’s backlight. There are two ways to change the Brightness setting on the UbiDuo 3.

The first is to use your finger to slide the brightness adjust left or right on the screen. The second is to use the left and right arrow keys to move the adjustor. When the desired brightness is reached, tap the return icon at the top right of the screen. Alternatively, you can use the Esc key to return to the previous menu.

Whenever you turn “ON” your UbiDuo 3, the screen brightness will be set to the new level.

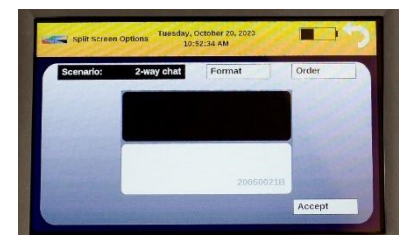
The UbiDuo 3 keyboard also has backlight built in that lights up the keyboard from underneath to making using easier in low light conditions.

In this mode you also have the capability to adjust the Sleep Timer for your display screen.



Screen Options

In the Screen Options you can modify the Conversation screen display to your preferences.



Scenario – Select 2-way, 3-way, and 4-way settings for customization.

Format – Rearranges the Conversation screen horizontally or vertically.

Order – Toggles the location of your chat window. In horizontal mode, it will toggle your chat window from the top half of the screen to the bottom half. In vertical mode, it will toggle your chat window from left to right.

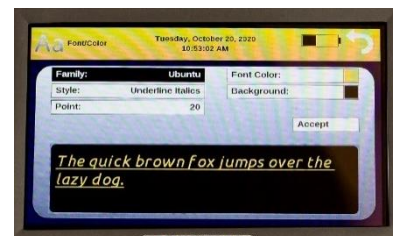
Changing the Split Screen Font and Color

Each chat window in the split screen can be customized with its own fonts and colors. Tap the desired chat window to display its configuration screen where you can customize the display to your preference. Changes made in the font, size, and color will be displayed in the sample window at the bottom of the configuration screen.



Family – tap the Family bar on the screen to cycle through the fonts until the desired one is indicated, or press the Tab key to highlight the Family bar, press Enter to cycle through the fonts until the desired one is indicated.

Style – Tap the Style bar on the screen to cycle through the font styles until the desired one is indicated, or press the Tab key to highlight the Style bar, then press Enter to cycle through the font styles until the desired one is indicated. The available Styles include: Normal, Underlined, and Italic.



Point – Tap the Point bar on the screen to cycle through the font sizes until the desired one is indicated, or press the Tab key to highlight the Point bar, then press Enter to cycle through the font sizes until the desired one is indicated. The available font sizes range from 12 point to 72 point.

Font Color - Tap the Font Color bar on the screen to cycle through the font colors until the desired one is indicated, or press the Tab key to highlight the Font Color bar, then press Enter to cycle through the font colors until the desired one is indicated.

Background - Tap the Background bar on the screen to cycle through the available background colors until the desired one is indicated, or press the Tab key to highlight the Background bar, then press Enter to cycle through the available colors until the desired one is indicated.

Accept – To accept all changes and return to the split screen/conversation mode, tap the Accept bar or press the Tab key until the Accept bar is highlighted, then press Enter.

Sample Window – This window, displayed at the bottom of the settings screen, allows you to view the effects of any changes made to the font family, style, size, and colors prior to accepting change.

NOTE: You must touch Accept to apply any changes.

Saved Icon – Save, View, and Delete Conversations

When the UbiDuo 3 is powered “OFF,” any existing conversation is cleared from its memory and lost unless the device is explicitly instructed to save them first. If you wish to save a conversation, press “Ctrl-S” simultaneously; or use the “Fn+S” keys as an additional shortcut to save a conversation. You will be asked for a file name, and once you enter the information and press Enter, the conversation will be saved under that name until you delete it yourself from the UbiDuo 3. To view a saved conversation, touch the Saved icon on the Menu screen.



Saved conversations can be reviewed on the UbiDuo 3 or can be copied to a USB flash drive for transfer to a computer for printing or archiving.

Viewing Saved Conversations

When you save a conversation, you can only read it on the half of the UbiDuo 3 you used during the conversation. At the Main Menu, use the Tab key or arrow keys to highlight the Saved icon on the right side of the screen; touch to enter into this mode or press Enter. This will open a dialogue box asking you if you wish to **SAVE** to a USB flash drive, **VIEW** the saved conversation, or **DELETE** the saved conversation.

Use the down arrow key to select the conversation you want to look at and press Enter. The selected conversation will show on the screen.

User prompts at the beginning of each person's sentences show who said what during the conversation. Use the up and down arrows to scroll through the text. Press the Esc key to return to the Main Menu.

Remember that conversations are saved as long as the UbiDuo 3 does not fully run out of power. If you are using the UbiDuo 3 without plugging it in, and the battery dies, your conversation may be lost. You must keep the battery charged even a little bit to safely ensure you are able to keep your conversations.

Your UbiDuo 3 is equipped with 4 MB of storage space which is 32,000 Megabits. This is a significant amount of storage space so you are able to store important conversations on your device. We strongly encourage transferring saved conversations to prevent accidental delete or accidental loss of data.

Transferring a Saved Conversation to a Computer

A USB flash drive must be used to copy saved conversations to a computer. Unlike the original UbiDuo, the UbiDuo 3 cannot be connected directly to a computer via the USB port.

To copy saved conversations, insert a formatted USB flash drive into the UbiDuo 3's USB-A port.

After transferring saved conversations to the flash drive, remove it from the UbiDuo 3 and insert it into an available USB port on a computer. The computer recognizes the USB flash drive as the E: drive (Removable Disk). If the E: drive window does not automatically pop up when you plug in flash drive, go to the Start button on the computer ribbon tool bar and click it. Select My Computer from the menu. When the window opens, search for the E: drive. Double-click the E: drive link/icon to open the drive. You should see a Log File in the dialog box.

Double-click on the Log File to open it. Any conversations you have saved on the flash drive will be in the Log File saved as .txt files. Double-click on the .txt file you wish to open, then click on the File menu on the top left side of the box. Select Save As to save it to your computer. You may also highlight the text, press "Ctrl-C" to copy it, open a blank Word document, and press "Ctrl-V" to paste it into Word and save to your computer.

NOTE: The UbiDuo 3 must be powered on in order for you to be able to use the USB flash drive.

Deleting a Saved Conversation

If you wish to delete a conversation that you have saved on your UbiDuo 3, use the Tab or arrow keys to highlight the Saved icon on the Main menu, then press Enter. The list of conversations you have saved will appear. Tab or use the arrow keys to select the conversation you wish to delete and press Enter. You can then select DELETE to remove the conversation from the UbiDuo 3. The Confirm File Delete box will appear; press Enter to permanently delete the conversation. If you wish to not delete a conversation, Tab to NO and press Enter to cancel the activity.

NOTE: The conversation will show in the list until you shut down the UbiDuo 3. When you power the UbiDuo 3 back "ON," the conversation will be gone.

Setting the Time and Date

Your UbiDuo 3 has been designed to allow you to set the exact date and time. This is beneficial when saving conversations to your UbiDuo 3 as the exact time and date of the conversation is included in the conversation transcript.



To change or set the time and date, click on the Time/Date icon in the Settings Menu.

To change the month press the Tab key, or the left and right arrow keys, until the month bar is highlighted then use the up and down arrow keys to set the desired month.

To change/set the day, year, hour, minute, and second values, tap the corresponding bar, key in the desired number on the keyboard and press Accept.

To change/modify the AM/PM setting, tap the AM/PM bar until the desired setting is displayed, or press the Tab key until the AM/PM bar is highlighted and then touch Accept.

When done, tap the Accept bar to save any changes, or Cancel to abandon the changes.

NOTE: Each half of the UbiDuo 3 will need to be programmed. You will also need to set a reminder to update your time when Daylight Savings Time changes as the UbiDuo 3 does not automatically do this.

UbiID – Naming Each Half of the UbiDuo 3

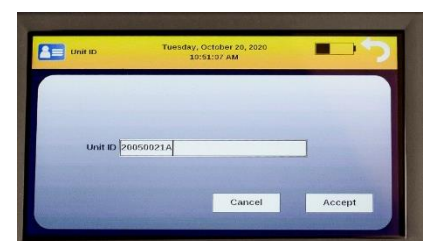
To set the ID of the current half of the UbiDuo 3, tap the UbiID icon on the screen or press the Tab key to highlight the UbiID icon, then press Enter. The UbiID is simply a name you assign to each half of the UbiDuo 3 to make it easier to tell them apart and to also reflect “who said what” during a conversation that has been saved.

Providing a name for each half of the UbiDuo 3 is required if you want your UbiID to appear in the “In Range” setting of other UbiDuo 3 devices when you are within range (300 feet).

Simple Three-Step process:

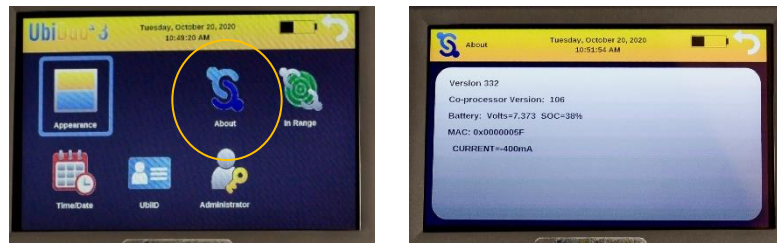
1. Clear the current default data by using your “backspace” key;
2. Type in the name you wish to assign to your half of the UbiDuo 3 in the Unit ID field; then
3. Tap Accept, or use the Tab key to highlight the Accept bar, then press Enter.

NOTE: You must name each half of the UbiDuo 3 separately.



About

The current version of the UbiDuo 3 and other UbiDuo 3 software can be viewed here, as well as battery voltage and charging percentages.



In Range

The In Range function lets you detect whether or not other UbiDuo 3 units are within a 300-foot perimeter of your UbiDuo 3. While you can view a list of these other units on your device, they will not be able to connect to your device and engage in conversation unless you explicitly send them a chat invitation and it is accepted.



Inviting Other UbiDuo 3 Devices to Chat

When you tap the In Range icon in the Settings menu, or press the Tab key until the In Range icon is highlighted; then press Enter, a list of potential Chat Partners will appear. The other half of your UbiDuo 3 will always be listed and you will always have connection to it. If other UbiDuo 3 devices are within a 300-foot range and have been assigned UbiIDs they will also be listed. UbiDuo 3 devices that have not been assigned device IDs will not be listed.

To invite another UbiDuo 3 to chat, tap its name or use your up and down arrow keys to move to the highlight bar to the desired name; then press Enter. A menu of options will then appear on the screen:

- Add to Chat Session: *Invite another UbiDuo 3 to join your current chat session*
- Always: *Automatically sets your UbiDuo 3 to accept a chat request from another UbiDuo 3.*
- Accept: *Allows you to select whether you want to join another chat session.*
- Cancel: *Allows you to decline joining another chat conversation.*

NOTE: If a chat request is accepted, the Conversation screen will appear.

Holding a 3-Way or 4-Way Conversation

The UbiDuo 3 is designed to enable up to four (4) separate halves to engage in a single conversation. To invite additional UbiDuo 3 devices to join your chat, simply follow the same procedure as outlined in *Inviting Other UbiDuo 3 Devices to Chat*. When those additional devices accept your invitation, the screen will divide into three (3) or four (4) parts.

No Units In Range

If there are no other UbiDuo 3 devices within a 300-foot range, the list of available devices will be blank.

Setting Pre-Programmed Messages

The UbiDuo 3 has been designed with the capability to have a series of pre-set messages that appear on the screen each time the device is powered “ON.” This gives you the option to create your own custom messages specific to your business.

To create a custom message:

- Simultaneously press the FN and F11 keys;
- Type in your personal greeting; then
- Enter to Accept

You are able to change and/or modify this anytime you need or would like to by following the same procedure. Each time your device is powered “OFF” and then back “ON,” the greeting/custom message will appear until you change or remove it.

Administrator Icon

To enter the Administration menu, tap the Administrator icon on the screen, or press the Tab key to highlight the Administrator icon; then press Enter. The Administrator menu is where changes to the UbiDuo 3’s security are made.

Wireless Enabled

On select UbiDuo 3 packages, a direct wired connection with the USB cable is used for secured communication. Wireless can be disabled and locked out for additional security. This option is only available on the high security UbiDuo. Please call us for more information on the high security UbiDuo.



Allow Chat Save

If your security policy does not allow for Chat Save, this option can be disabled here. This option is only available on the high security UbiDuo. Please call us for more information on the high security UbiDuo.

Start in Conversation Screen

By default, the UbiDuo 3 displays the Conversation screen when both halves are turned “ON” and connected by wire or wirelessly. Use this option if you wish to have the Main Menu displayed in lieu of the Conversation screen.

Software Update

This option is used to update the UbiOS software that controls the UbiDuo 3. From time to time sComm will release bug-fixes, performance enhancements, and new features to improve the performance and functionality of the UbiDuo 3. Please refer to *Updating the UbiOS Software* section of this manual for a full description of the update procedure.

USB Port

For additional security, this option allows the USB port to be disabled to prevent it from being used to save the Chat Log or install software updates. This option is only available on the high security UbiDuo. Please call us for more information on the high security UbiDuo.

Updating the UbiOS Software

From time to time sComm will release bug-fixes, performance enhancements, and new features to improve the functionality of the UbiDuo 3. As updates are made available, you will be notified at the email address that was provided when your UbiDuo 3 was purchased. Each UbiDuo 3 device includes one (1) year of free software updates from the date of purchase. After that period expires, a Service Agreement may be purchased to obtain further software updates.

NOTE: You will need a formatted USB flash drive (not provided) to download software to your UbiDuo 3.

SPECIAL NOTE BEFORE YOU START A SOFTWARE UPGRADE: Any conversations you have saved on the UbiDuo 3 will be deleted when you download updated software to the UbiDuo 3. Before updating your software, transfer any saved conversation that you wish to preserve to a USB flash drive. If they become deleted there is no way for them to be recovered.

To update the UbiDuo 3's software, first visit the website link included in the email to download the new firmware.bin package. Save this file on your computer. Next, prepare a formatted USB flash drive and plug it into your computer. Transfer or copy the firmware.bin file to your flash drive. Once the copy finishes, perform the "safely remove" procedure to protect the data on your flash drive; remove flash drive from the computer.

Make sure both halves of the UbiDuo 3 are powered "OFF." Insert the USB flash drive into the USB port of one of the halves, then press the power button to turn it "ON" and boot it from the USB flash drive. You will see a white screen with a thin green progress bar moving from left to right. When this bar reaches the end on the right side, the UbiDuo 3 will start its normal boot process.

The upgrade file will now need to be installed into the UbiDuo 3's memory. To complete this process, at the Main Menu, tap the Settings icon or press the Tab key to highlight the Settings icon; then press Enter. When the Settings menu is displayed, tap the Administrator icon or press the Tab key to highlight that icon; then press Enter.

You may now press the power button to turn "OFF" the UbiDuo 3. Once it is off, remove the USB flash drive. Press the power button to turn the UbiDuo 3 "ON" and tap the Settings icon or press the Tab key to highlight it; then press Enter. Next, tap the About icon or press the Tab key to highlight it; then press Enter. In the About icon you will be able to verify that the UbiDuo 3 is loaded with the latest updated version of UbiOS.

Once you have completed the update procedure on one half of the UbiDuo 3, repeat the same procedure on the other half; each half needs to be done separately.

Features for People with Low Vision

The UbiDuo 3 contains several features that are intended to make it easier for those who have low vision and are deaf or hard of hearing to use.

- **Brightness** – increasing or decreasing the screen brightness can sometimes improve readability. To adjust the brightness setting, press the Esc key until the Main Menu is displayed. Then tap the Settings icon or use the Tab key to highlight the Settings icon; then press Enter. When the Settings Menu is displayed, tap the Brightness icon or use the Tab key to select it; then press Enter. Then adjust the brightness to suit you and/or your chat partner's preference.
- **Font** – the screen font size can be adjusted from 12 points to 72 points to improve readability. The default size on the UbiDuo 3 screen is 12 points. To make it larger or smaller, press the Esc key until

the Main Menu is displayed, tap the Settings icon or use the Tab key to select it; then press Enter. When the Settings menu is displayed, tap the Fonts/Colors icon or use the Tab key to select it; then press Enter.

If you are already in the Conversation split screen chat, press SHIFT+F5 simultaneously to change the font size on your half the UbiDuo 3. Each half will need to be programmed individually based on user's needs.

Charging the Batteries

You will need to charge the batteries as soon as you unpack your UbiDuo 3 from the box. Plug the two small ends of the Y-cable, included in your box, into the USB-C charging port on the right side of each half of the UbiDuo 3, then plug the other end into a wall outlet. The batteries will be fully charged after 10 hours.

The UbiDuo 3's battery will last for 8 to 12 hours, depending on its usage.

You can recharge the UbiDuo 3's batteries every night – even if they are not full drained. Plugging the UbiDuo 3 into a wall outlet will charge the batteries even if the device is actively being used.

Function Keys, Shortcuts, and Emoticons

Function key settings are available for quick shortcuts to make modifications and changes to the UbiDuo 3. You can use the function keys or F keys across the top of the UbiDuo 3's keyboard either by themselves or in conjunction with another key to perform a specific task swiftly.

On the UbiDuo 3, the function keys are set up to show emoticons. There are three other key combinations used with the function keys. They are the Shift key, the Ctrl (Control) key, the Fn (Function), and the Alt key.













As you have probably noticed, the keyboard layout is a standard Qwerty keyboard just like that found on a computer keyboard so you can quickly jump right into using your keyboard without having to search for any different key placement.

On the next page you will find a list of key functions and shortcuts available on the UbiDuo 3.

Fn (Function) Key Shortcuts:

- <Fn> + F1 Help
- <Fn> + F2 Font/Color Screen
- <Fn> + F3 In Range
- <Fn> + F4 Close all chat connection
- <Fn> + F5 Increase font size in chat window
- <Fn> + F6 Increase font size in DCP chat window
- <Fn> + F7 Brightness and Sleep Timer screen
- <Fn> + F8 Increase brightness screen
- <Fn> + F9 Decrease brightness screen
- <Fn> + F10 Unit ID screen
- <Fn> + F11 Set custom greeting
- <Fn> + F12 Display custom greetings

Emoticons

	F1 Help
	F2 Smile
	F3 Sad
	F4 Shocked
	F5 Question
	F6 Tease
	F7 Sick
	F8 Angry
	F9 Secret
	F10 Cool
	F11 Wink
	F12 Love

Control Keys

<Ctrl> + B	Bold
<Ctrl> + F	Change chat format
<Ctrl> + I	<i>Italics</i>
<Ctrl> + O	Change chat window order
<Ctrl> + S	Save chat
<Ctrl> + U	<u>Underline</u>

Shift Keys

<Shift> + F7	Clear both UbiDuo screens
<Shift> + F8	Clear your UbiDuo screens
<Shift> + F9	Clear partner's UbiDuo screen

Special Functions

<ESC>	On Main Menu - will return to chat session
<PgUp>	Scrolls conversation up one page at a time
<PgDn>	Scrolls conversation down one page at a time
<Up Arrow>	Scrolls conversation up one line at a time
<Down Arrow>	Scrolls conversation down one line at a time

Customer Service and Technical Support

If you experience any problems with your UbiDuo 3 and are unable to resolve them, please contact sComm Support by calling us at the numbers below:

Toll Free (866) 505-7008

Videophone (816) 527-9079

In the Kansas City area: (816) 350-7008

Or contact via email: support@scomm.com

Representatives are available Monday through Friday, 8:00 am to 5:00 pm, Central Standard Time.

Warranty Information

LIMITED WARRANTY FOR UbiDuo 3 HARDWARE AND ACCESSORIES ACQUIRED IN THE USA AND CANADA.

- sComm, Inc. warrants and guarantees that the UbiDuo 3 produced in accordance with this Agreement will conform to the design specifications and will be of satisfactory quality and free from defects in quality of workmanship. Additionally, sComm warrants and guarantees that the UbiDuo 3 will meet and conform to all US and Canadian Government regulations, including FCC Regulations, for the manufacture, sale, and use of the UbiDuo 3 as an electrical device.
- The UbiDuo 3 shall be free from visible defects and scratches or dents that are visible in normal daylight room lighting conditions. The UbiDuo 3 shall be clean and free from grease or grime or discoloration. Should a UbiDuo 3 have any of the listed cosmetic defects, sComm will remedy and provide a replacement UbiDuo 3.
- A UbiDuo 3 that is returned must be returned in its original container or container of similar structure and protective rigidity; transportation prepaid to the address provided by sComm. Any defects found upon inspection within the warranty period, and is a result of a defect found in workmanship or material, will be repaired or replaced free of charge at sComm's option and, if necessary, return shipped at the lowest cost transportation prepaid; or at sComm's option, sComm will refund the full purchase price. If inspection by sComm does not disclose any defect in sComm's workmanship or material, then sComm's standard service charges will apply.
- The foregoing warranty shall apply provided that no repairs, substitutions, modifications or additions have been made to the UbiDuo 3 except by sComm and provided that after delivery to Customer the equipment has been subject to Customer error or abuse in the operation of the equipment; failure to follow manufacturer's installation, operation or maintenance instructions; damage to the equipment from abuse, contamination by foreign matter, improper power, fire, explosions, accidents or events not arising under normal operating conditions; or damage arising from any other cause beyond sComm's reasonable control.
- Items specifically excluded from this warranty, and which will not be replaced or repaired free of charge, include batteries and similar components subject to wear or burnout through normal use.
- The remedies set forth herein are conditioned upon the Customer notifying sComm of a breach of the warranty within the warranty period and upon the Customer making the equipment available to sComm for correction or repair of the breach.
- Warranty service during the warranty period shall be performed without charge to the Customer during sComm's normal business hours (8:00 am to 5:00 pm CST), Monday through Friday, excluding any holidays observed by sComm. Outside of sComm's normal business hours, service may be requested, but is subject to the availability of sComm's personnel, and will be performed at sComm's prevailing premium service rates in effect at the time the service is performed.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state (or jurisdiction to jurisdiction). sComm's responsibility for malfunctions and defects in hardware is limited to repair and replacement as set forth in this warranty statement. All express and implied warranties for the product, including but not limited to any implied warranties and conditions of merchantability and fitness for a particular purpose, are limited in time to the term of the limited warranty period of twelve (12) months from the date reflected on your packing slip or invoice. No warranties, whether express or implied, will apply after the limited warranty period has expired. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.
- We do not accept liability beyond the remedies provided for in this limited warranty or for consequential or incidental damages, including, without limitation, any liability for third-party claims against you for damages, for products not being available for use, or for lost data or lost software. Our liability will be no more than the amount you paid for the product that is the subject of the claim. This is the maximum amount for which we are responsible.

LIMITED WARRANTY FOR UbiDuo 3 SOFTWARE ACQUIRED IN THE US AND CANADA.

- sComm warrants that the Software will perform substantially in accordance with the accompanying materials for a period of three hundred sixty-five (365) days from the date of receipt. If an implied warranty or condition is created by your state/jurisdiction and federal or state/provincial law prohibits disclaimer of it, you also have an implied warranty or condition, but only as to defects discovered during the period of this limited warranty (365 days). As to any defects discovered after the 365-day period, there is no warranty or condition of any kind.
- **LIMITATION ON REMEDIES; NO CONSEQUENTIAL OR OTHER DAMAGES:** Your exclusive remedy for any breach of this Limited Warranty is as set forth below and in the accompanying Limited Warranty and Return Policy documents. Except for any refund elected by sComm, you are not entitled to any damages, including but not limited to consequential damages, if the Software does not meet sComm's Limited Warranty, and, to the maximum extent allowed by applicable law, even if any remedy fails of its essential purpose.
- **YOUR EXCLUSIVE REMEDY:** sComm and its suppliers entire liability and your exclusive remedy for any breach of this Limited Warranty or for any other breach of this EULA or for any other liability relating to the Software shall be, at sComm's option from time to time exercised subject to applicable law, (a) return of the amount paid (if any) for the Software, or (b) repair or replacement of the Software, that does not meet this Limited Warranty and that is returned to sComm according to sComm's instructions. You will receive the remedy elected by sComm without charge, except that you are responsible for any expenses you may incur (e.g. cost of shipping the UbiDuo 3 to sComm). This Limited Warranty is void if failure of the Software has resulted from an accident, abuse, misapplication, abnormal use or a virus. Any replacement Software will be warranted for the remainder of the original warranty period or for thirty (30) days, whichever is longer, and sComm will use commercially reasonable efforts to provide your remedy within a commercially reasonable time of your compliance with sComm's warranty remedy procedures. To exercise your remedy, contact sComm by calling (866) 505-7008 or via our website at www.sComm.com.
- **DISCLAIMER OF WARRANTIES:** The Limited Warranty that appears above is the only express warranty made to you and is provided in lieu of any other express warranties or similar obligations (if any) created by any advertising, documentation, packaging or other communications. Except for the Limited Warranty and to the maximum extent permitted by applicable law, sComm and its suppliers provide the Software and support services (if any) AS AND WITH ALL FAULTS, and hereby disclaim all other warranties and conditions, whether express, implied or statutory, including, but not limited to, any (if any) implied warranties, duties or conditions of merchantability, of fitness for a particular purpose, of reliability or availability, of accuracy or completeness of responses, of results, of workmanlike effort, of lack of viruses, and lack of negligence, all with regard to the Software, and the provision of or failure to provide support or other services, information, software, and related content through the Software or otherwise arising out of the use of the Software. Also, there is no warranty or condition of title, quiet enjoyment, quiet possession, correspondence to description or non-infringement with regard to the Software.
- **EXCLUSION OF INCIDENTAL, CONSEQUENTIAL, AND CERTAIN OTHER DAMAGES:** To the maximum extent permitted by applicable law, in no event shall sComm or its suppliers be liable for any special, incidental, punitive, indirect or consequential damages whatsoever including, but not limited to, damages for loss of profits or confidential or other information, for business interruption, for personal injury, for loss of privacy, for failure to meet any duty including of good faith or of reasonable care, for negligence, and for any other pecuniary or other loss whatsoever arising out of or in any way related to that use of or inability to use the Software. The provision of or failure to provide support or other services, information, software, and related content through the software or otherwise arising out of the use of the software or otherwise under or in connection with any provision of this EULA, even in the event of the fault, tort (including negligence), misrepresentation, strict liability, breach of contract or breach of warranty of sComm or any supplier, and even if sComm or any supplier has been advised of the possibility of such damages.