



VIEWPLUS®

**VP Elite and Premier
Embosser User Manual
Revision: 20160613**

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I. Introduction

A. Preface

**VP Elite and Premier Embossers
Powered by Tiger
Owner's Manual**

Congratulations on purchasing a VP Elite or Premier Braille and tactile graphics embosser! This manual will introduce you to basic information regarding your new embosser.

Patented roller-die technology means ViewPlus embossers print at a 20 dots-per-inch graphic resolution and automatically convert colors and gray scale into variable dot heights. The sound-absorbing roller die makes Powered by Tiger embossers much quieter than other Braille printers.

ViewPlus embossers use the standard Windows printer driver to mix text and graphics in mainstream Windows software like Word and Excel. Use the computer to adjust settings and preferences. Print documents exactly how they appear on the screen.

Use the Tiger Software Suite to take braille translation and tactile graphics to a new level. The Tiger Formatter is a Microsoft add-in that gives you advanced tools for translation and embossing. Tiger Designer enables basic editing of documents for quick drawing and braille needs. Translator serves as a basic translation tool for almost any Windows software- including PowerPoint and Corel Draw.

Keep up to date by checking the ViewPlus Technologies, Inc. webpage at:
<http://www.ViewPlus.com>

VP Elite Model Number:
VPTT1022-00
VP Premier Model Number:
VPTT1010-00
USER MANUAL

B. FCC Compliance Statement

FCC Compliance Statement (USA)

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. 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. 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 one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

Note the following:

- The use of a non-shielded interface cable with the referenced device is prohibited.
- The length of the power cord must be 3 meters (10 feet) or less.

Compliance Statement (Canada)

This digital apparatus is in conformity with standard NMB-003 of Canada.

Cet appareil numérique est conforme à la norme NMB-003 du Canada.

Compliance Statement (Germany)

Bescheinigung des Herstellers/Importeurs:

Hiermit wird bescheinigt, dass der Drucker der Maschinenlärminformationsverordnung 3. GSGV, 18.01.1991 entspricht: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN27779-1991.

Compliance Statement (Europe)

Warning: This product meets the interference requirements of EN55022. In a domestic environment, this product may cause radio interference in which case, the user may be required to take adequate measures.

Compliance Statement (Korea)

This apparatus complies with CISPR22 requirements.

International Compliance



EN55022 ClassB:1998	Emissions series
EN55024:1998	Immunity characteristics
EN61000-3-2:2000	Power line harmonics
EN61000-3-3:2001	Power line flicker
EN61000-4-2:2001-04	Electrostatic discharge
EN61000-4-3:2002-09	Radiated susceptibility
EN61000-4-4:2004	Electrical fast transient/burst
EN61000-4-5:2005-11	Surge
EN61000-4-6:2004-11	Conducted immunity
EN61000-4-8:2001-03	Magnetic Field Immunity
EN61000-4-11:2004	Input voltage interruptions/DIPS

C. Safety Instructions

Read all of these safety instructions before using the embossing printer. In addition, follow all warnings and instructions marked on the embossing printer itself.

- Do not place embossing printer on an unstable surface.
- Do not place embossing printer near a radiator or heat source.
- Do not block or cover slots and openings in the embossing embosser's cabinet; do not insert objects through slots.
- Use only the type of power source indicated on embossing embosser's label.
- Connect all equipment to properly grounded electrical outlets.
- Do not use frayed or damaged power cord.
- The use of an extension cord with the embossing printer is not recommended.
- Unplug embosser before cleaning it; always clean it with a piece of damp cloth only.
- Do not spill liquid into embossing printer.
- Except as specifically explained in the user's manual, do not attempt to service the embosser by yourself.
- Detach the embosser from power source and refer to qualified service personnel under the following conditions:
 - If the power cord or plug is damaged.
 - If liquid has entered the embosser.
 - If the embosser has been dropped or the cabinet is damaged.
 - If the embosser does not operate properly or exhibits a distinct change in performance.
- Only adjust those controls that are covered by the operating instructions.

II. General Information

A. Specifications

	VP Elite and Premier Embossers
Character Sets	DotsPlus Braille - free programmable character sets
Paper Feed Method	Front-load tractor feed
Paper Width	4 to 12 inches (100 to 305 mm)
Paper Weight	Adjustable from very thin (copier type) paper to heavy cardstock/plastic (75 to 230 g/m ²)
Power Supply	Voltage: 100 to 230 VAC (+ 10% / - 15%) Frequency: 50/60 Hz (± 1 Hz)
Power Consumption	Standby: 22 W Average Embossing: 195 W Heavy Embossing: 235 W
Fuses	5 A, 250 V slow blow long time lag 5x20mm
Embosser Dimensions	
Width	22.3" (570 mm)
Depth	13.8" (350 mm)
Height	8.8" (220 mm)
Weight	60 lb (27 kg)
Connectivity	USB and Ethernet
Operating Conditions	
Operating Temperature	59 to 95 °F (15 to 35 °C)
Storage Temperature	-4 to 158 °F (-40 to 70 °C)
Relative Humidity	20 to 80% RH (non condensing)
Duty Cycle	35,000 pages per month
Lifetime	At 30% of duty cycle, 5 years or 10,000 hours

B. Software Driver

The Windows driver for the Elite and Premier is compatible with operating systems from Windows XP to current Windows versions, both 32- and 64-bit systems.

III. Printer Setup

A. Unpacking

- Remove the embosser and all its accessories from its packaging.
- Inspect the ViewPlus embosser and its packaging for any damage.
- **Save the packing material and box.** If any damage occurred during shipping, most shipping companies require the box and the packing material in order to settle the insurance claim. The packing material must also be used to ship the ViewPlus embosser for warranty maintenance service.
- Follow the VP Elite and Premier Setup Instructions included with your other materials.

B. Cable Attachment

Power cable

The VP Elite and Premier embossers have a power module with a power socket, on/off switch, and a compartment holding two fuses on the back side. A sticker next to the power module indicates what specific fuses are required for the embosser. If the embosser will not power on, it might be necessary to replace the fuses.



Shows the power module in the back of the embosser

Insert the power cable plug into the VP Elite or Premier power connector and the other end of the power cable into a grounded outlet or a surge protector (recommended).

Turn the embosser on by pressing the power switch to the On or "I" position. The part of the switch towards the top of the printer should be pressed down.



Shows the power switch in the back of the embosser

Data cable

A USB printer cable was included in your box. To use it, attach the flat end of the USB data cable to the USB port of the host computer or print server, and then attach the other end to the embosser. The USB connection is located on the back side of the embosser below the LAN connection.

You may also use a LAN cable to connect the ViewPlus Elite or Premier to your network. The embosser is not shipped with a LAN cable. To use this connection method, attach one end of a LAN cable to the top connection port on the back of the ViewPlus Elite or Premier and attach the other end to a network data port.



Shows the USB and LAN connectors in the back of the embosser

C. Alignment

The VP Elite and VP Premier embossers automatically check alignment for the tactile dots at the beginning of each print job. If the embossed output of your embosser seems to be incorrectly aligned, please ensure that the embosser is on a flat, even surface. It is possible to bend the body of the embosser and cause the ViewPlus embosser to be out of alignment. After a paper jam, it is also possible for the embosser to be incorrectly aligned if you simply continue to print. Start a new print job, allow the VP Elite or Premier to automatically align, and check the new document to see if the alignment is good.

If the embossed dots do not seem to be aligned, please contact ViewPlus Support.

D. Software Installation

The Windows printer driver is included with your Elite or Premier on CD, as well as the Tiger Software Suite (TSS).

Do not connect your Elite or Premier to the computer during installation of the Windows printer driver, or turn it off during this process. Run the driver setup from the CD, or download the current Elite and Premier driver from the ViewPlus website, www.viewplus.com. Follow the instructions from the installation program.

After installation of the driver, connect the Elite or Premier to the computer and turn it on. The system should automatically detect the embosser and add it to the system control panel under 'Devices and Printers'.

It is possible that it does not detect correctly at first try on one USB port. In this case, please try again to connect to the same or another USB port of your computer.

For installation of the Tiger Software Suite please also follow the instructions from the setup program. For use of the Tiger Software Suite (TSS) please refer to the TSS manual.

IV. Printer Properties

A. Introduction

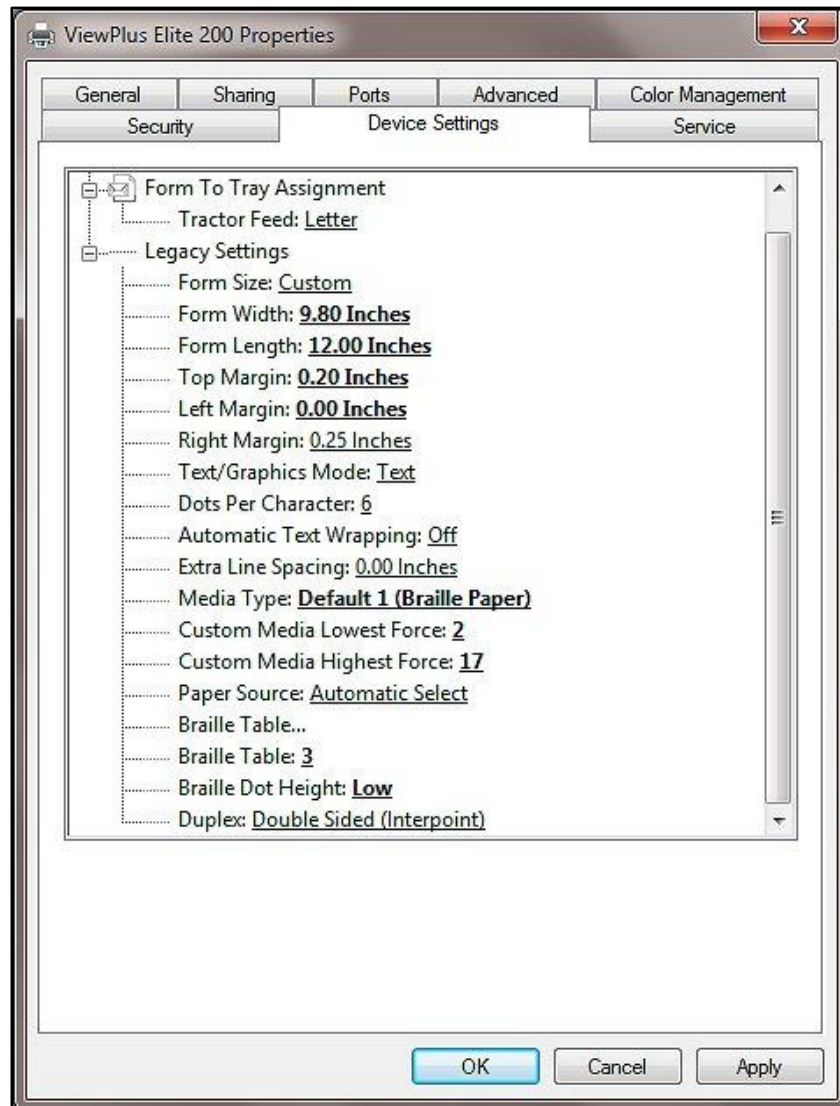
The ViewPlus printer driver uses a standard Windows printer driver interface to provide user access to setting options on the ViewPlus embosser from a local or networked computer. The printer properties are accessible through the Windows control panel for devices and printers. Select the VP Elite or VP Premier in the list of printers and get to the printer properties through the context menu. The printer properties contain general device settings such as for connectivity, sharing, and security, but also ViewPlus specific settings for legacy mode operation and service procedures on the ViewPlus embosser. Note, that these options are only activated when your Elite or Premier device is currently connected to your computer and switched on.

Always click on the 'Apply' button to activate changes.

B. Printer Properties

Device settings tab

The device settings are properties that are stored within the internal memory of the printer. Therefore, the printer needs to be connected and turned on. To activate any changes, always click on the 'Apply' button when done with the settings. The printer will beep once to confirm the receiving of the changed settings.



Shows Device Settings Tab

- **Form To Tray Assignment**

Tractor Feed – The first section of the Device Settings tab controls the Elite or Premier's "tray assignment", allowing you to set what paper size is loaded into the embosser.

- **Legacy Settings**

The second section of the Device Settings controls the embosser's legacy settings. These settings are used when you print to the Elite ore Premier from programs that do not use the Windows printer driver, including some Braille programs. Use the descriptions below to make your selections.

Form Size – Select a standard page size, or select Custom to set the page size manually.

Form Width – This field shows the page width. For standard page sizes, this field is informational only. If the Form Size is set to Custom, this field is editable.

Form Length – This field shows the page length. For standard page sizes, this field is informational only. If the Form Size is set to Custom, this field is editable.

Top Margin – Set the top margin to be used when printing in legacy mode. **NOTE: IF YOU ARE PRINTING FROM AN APPLICATION THAT SENDS MARGIN INFORMATION WITH THE PRINT JOB, SET THE TOP MARGIN TO 0.**

Left Margin – Set the left margin to be used when printing in legacy mode. **NOTE: IF YOU ARE PRINTING FROM AN APPLICATION THAT SENDS MARGIN INFORMATION WITH THE PRINT JOB, SET THE LEFT MARGIN TO 0.**

Right Margin – Set the right margin to be used when printing in legacy mode. **NOTE: WHEN EMBOSsing DOUBLE SIDED, ADJUST THE LEFT AND RIGHT MARGIN SETTINGS ACCORDING TO THE REQUIREMENTS FOR THE FRONT SIDE OF THE PAGE. IF THE LEFT AND RIGHT MARGINS ARE SET DIFFERENTLY, THE MARGINS WILL BE APPLIED AS BINDING MARGINS, MEANING THE LEFT MARGIN SETTING WILL BE APPLIED TO THE RIGHT MARGIN OF THE BACK SIDE OF THE PAGE AND THE RIGHT MARGIN WILL BE APPLIED TO THE LEFT MARGIN OF THE BACK SIDE OF THE PAGE. THE RESULT IS THE SAME AMOUNT OF MARGIN IS APPLIED TO THE SAME EDGE OF THE PAPER ON BOTH SIDES.**

Text/Graphics Mode – Select Text mode if your legacy document contains text. If the document is a graphic, select Graphics mode to remove the space between Braille lines so that dots may be printed in an even grid.

Dots Per Character – Select 6 or 8 dots.

Automatic Text Wrapping – Select 'On' if lines in the document are longer than will fit on one printed line and you do not wish the lines to be truncated. If the document is formatted correctly for the page size and margins you are using, or if you do not wish to have long lines wrapped to the next line, select 'Off'.

Extra Line Spacing – Set the amount of extra space desired between Braille lines. This setting can only be set in multiples of 0.05 inches.

Media Type – Select a default media type from the list, or choose Custom to set the punch forces manually for non-standard media.

Custom Media Lowest Force – Enter the punch force value to be used for the lowest dots on a custom media type.

Custom Media Highest Force – Enter the punch force value to be used for the highest dots on a custom media type.

Paper Source – Select the source for the paper.

Braille Table... – The VP Elite or Premier can store up to six Braille tables. Click on 'Properties' to open a dialog which allows you to load the tables to the Elite or Premier internal memory.

Braille Table – Select which Braille table to use when printing.

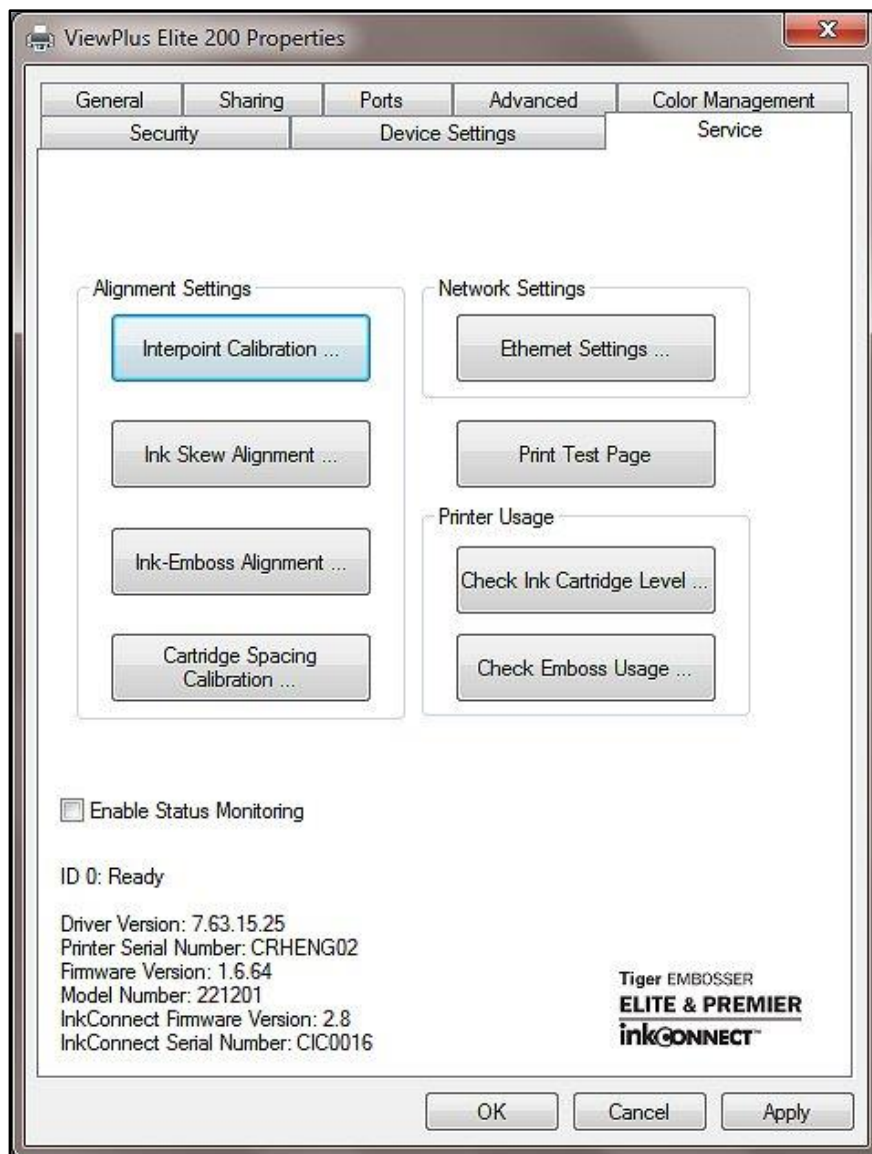
Braille Dot Height – Select 'Low', 'Normal', or 'High' to control how tall Braille dots will print.

Duplex – Choose whether to print single sided or double sided (interpoint).

Service tab

The Service tab of the printer properties dialog window provides information about the connected VP Elite or Premier at the bottom left. When contacting ViewPlus Support, please have the driver version, printer serial number, and firmware version available.

Furthermore, it provides several servicing functions for your VP Elite or Premier.



Shows Service Tab

- **Alignment Settings**

Interpoint Calibration – This button allows the user to adjust the horizontal placement of interpoint (the placement of dots horizontally on the back side of the page with respect to the placement of dots on the front of the page). The calibration pattern is 11 cells of four dots on the front side and 11 cells of one dot on the back side. The dots on the back side have varying horizontal alignment with respect to the dots on the front. With the four-dot cells facing up, find the cell with the best interpoint alignment and count the cells, from left to right starting with 1, to determine its number. Enter this number in the Figure box.

Ink Skew Alignment – This button is only available if a ViewPlus InkConnect is attached to the Elite or Premier. This function allows the user to adjust the skew of the ink cartridges so that perfectly straight vertical ink lines may be printed. The alignment pattern is a set of 11 options, labeled to the right with numbers, of which one is a perfectly or near-perfectly straight line. The options are labeled with numbers 10 to -10 in increments of two. If a perfectly straight line is shown on the pattern, enter its number into the Ink Skew box. If a perfectly straight line is not shown on the pattern, select the best line on the pattern and determine whether the line above it or below it is the next best to determine whether to add or subtract one from the value next to the best line. Enter the appropriate number into the Ink Skew box.

Ink-Emboss Alignment – This button is only available if a ViewPlus InkConnect is attached to the Elite or Premier. This function should be used if the print image does not line up with the embossed output. First, print the alignment page. There are two patterns on the alignment page so that horizontal and vertical position of the ink may be adjusted independently. The horizontal pattern shows a series of 11 ink rectangles overlapping 11 embossed rectangles, one set of which should be perfectly aligned horizontally. Select the best aligned figure and enter the number beneath it into the Horizontal box. The vertical pattern shows a series of 11 ink rectangles overlapping 11 embossed rectangles, one set of which should be perfectly aligned vertically. Select the best aligned figure and enter the number beneath it into the Vertical box. Note: For either alignment pattern, if none of the pairs shown on the page labeled -5 to 5 are perfectly aligned, integer values not shown on the page between -10 and 10 may be entered. Verify your selections by printing an ink-emboss alignment verification page and checking the ink-emboss alignment of the graphic.

Cartridge Spacing Calibration – This button is only available if a ViewPlus InkConnect is attached to the Elite or Premier. This function should be used if there is an apparent gap or overlap in the area printed by the two ink cartridges (for example, if a horizontal line printed all the way across a page has a small area that is either blank or darker than the rest of the line). The spacing calibration pattern shows a vertical line on the left with 21 rectangles on the right at varying distances from the left line. One of these rectangles will touch but not overlap the edge of the left line. Enter the number to the right of the best aligned rectangle into the Cartridge Spacing box.

- **Network Settings**

Ethernet Settings – This button opens a dialog displaying the network information for the embosser, including its MAC and IP addresses.

- **Print Test Page**

This button prints a test page from the embosser.

- **Printer Usage**

Check Ink Cartridge Level – This button is only available if a ViewPlus InkConnect is attached to the Elite or Premier. It brings up a dialog that lists approximately how much ink is left in each of the black ink cartridges in the InkConnect.

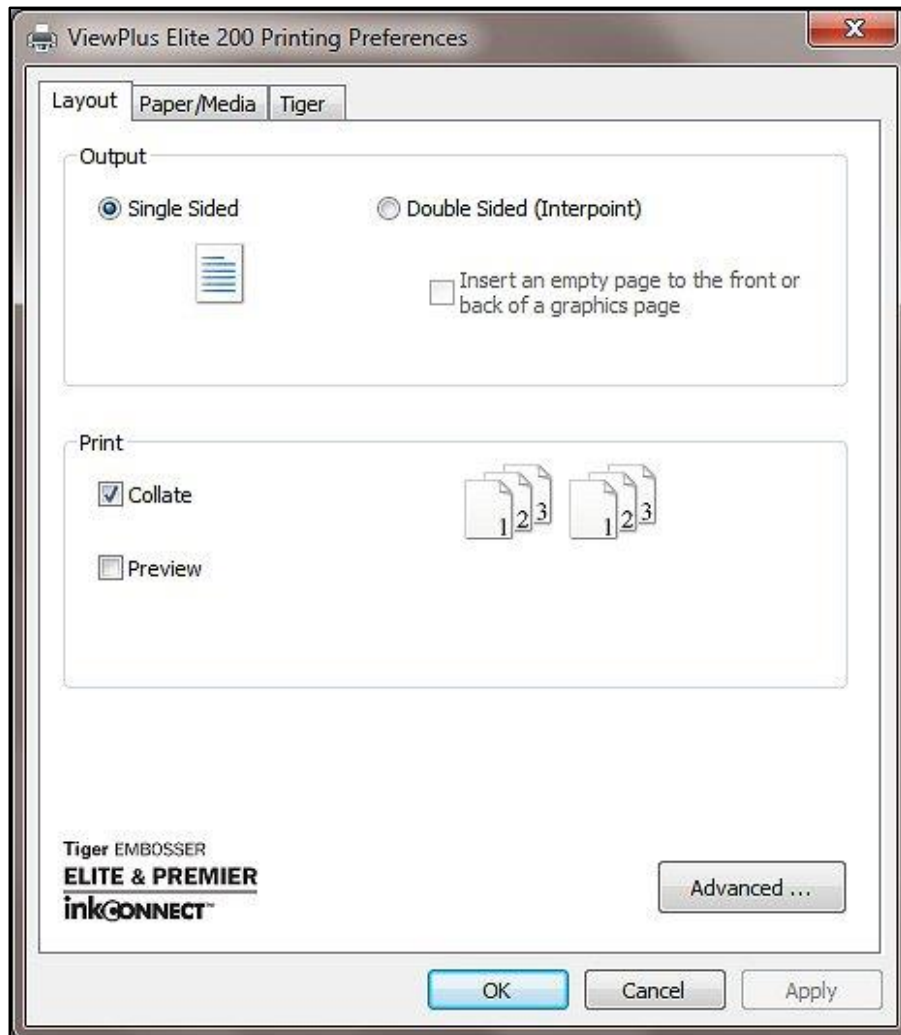
Check Emboss Usage – This button opens a dialog displaying embosser usage information. It includes the average solenoid lifetime remaining for each carriage in the embosser, as well as the number of pages that have been printed and the number of hours of use. This dialog also indicates which carriage is set as the "primary carriage," which is the carriage that prints the "front" sides of the pages, usually the odd-numbered pages in the document.

C. Printing Preferences

The Printing Preferences contain settings for printing from Windows programs to your VP Elite or Premier, that will affect the output of individual print jobs. To open the printing preferences dialog, right click on the Elite or Premier within the Devices and Printers control panel under Windows, and choose the 'Printing Preferences...' option from the context menu. The printing preferences dialog is also accessible within the 'Printer properties' dialog window, when clicking the 'Preferences ...' button on the General tab. In addition, the printing preferences are accessible next to the printer selection box on the standard Windows print dialog when printing from most programs.

Layout tab

The printing preferences options are organized onto three tabs. The Layout tab contains options pertaining to the page layout of the document to be printed. Use the descriptions of the options on the Layout tab to help make the appropriate selections for the document.



Shows Layout Tab

- **Output**

Single Sided – Select this option if you do not want the back sides of the pages printed.

Double Sided (Interpoint) – Select this option if you want the back sides of the pages printed. If Double Sided (Interpoint) is selected, the following option also becomes available:

- **Insert an empty page to the front or back of a graphics page** - Select whether to insert a blank page on the back side of pages that contain graphics. Do not select this option if you have already inserted blank pages after graphics pages in your document.

- **Print**

Collate – When the collate box is checked and multiple copies of a document are printed, one complete document will be embossed at a time. If the collate box is left unchecked all copies of each page will be embossed before embossing of the next page in the document begins.

Preview – If this option is checked, a preview of how the document will print and emboss will be shown in Tiger Viewer instead of printing.

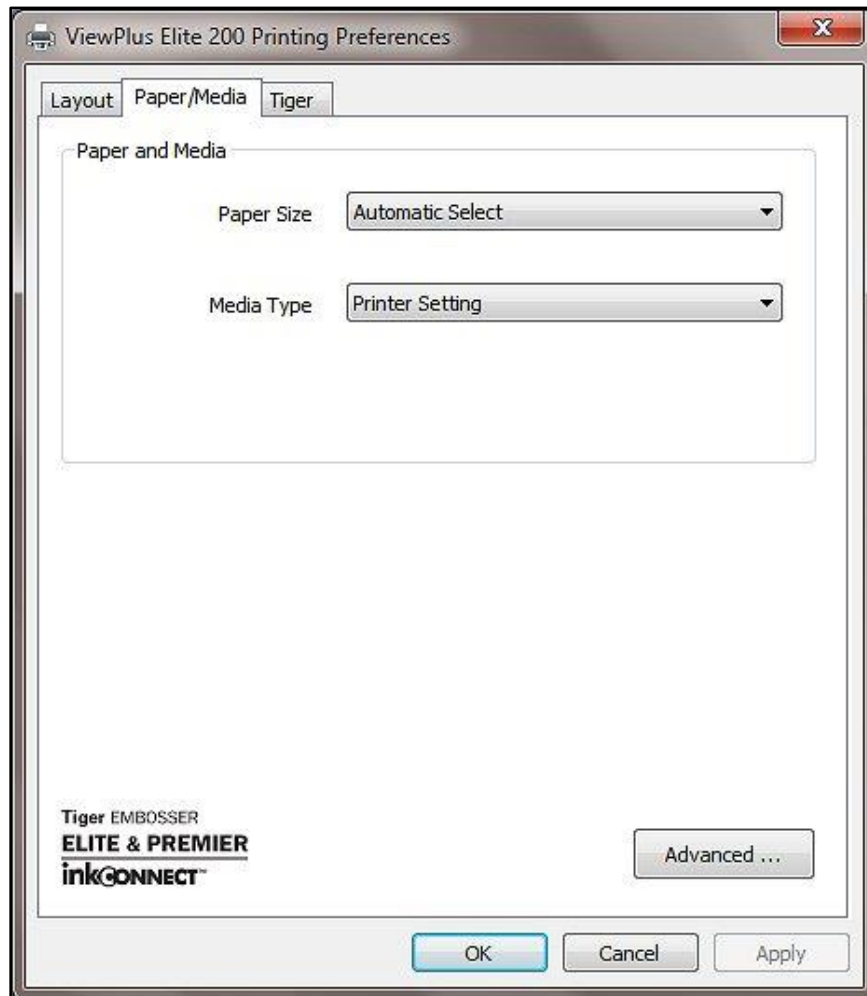
- **Advanced**

This button brings up a dialog containing additional options only needed by advanced users. These options are:

- **Rotate Landscape** – When checked, this option rotates landscape pages 180 degrees. This option is generally only used for spreadsheets, where it is helpful for the information to appear as it does on screen when printed on continuous (tractor fed) paper.

Paper/Media tab

The Paper/Media tab contains options related to the type of paper or media being used for printing. Select the desired options for your media.



Shows Paper/Media Tab

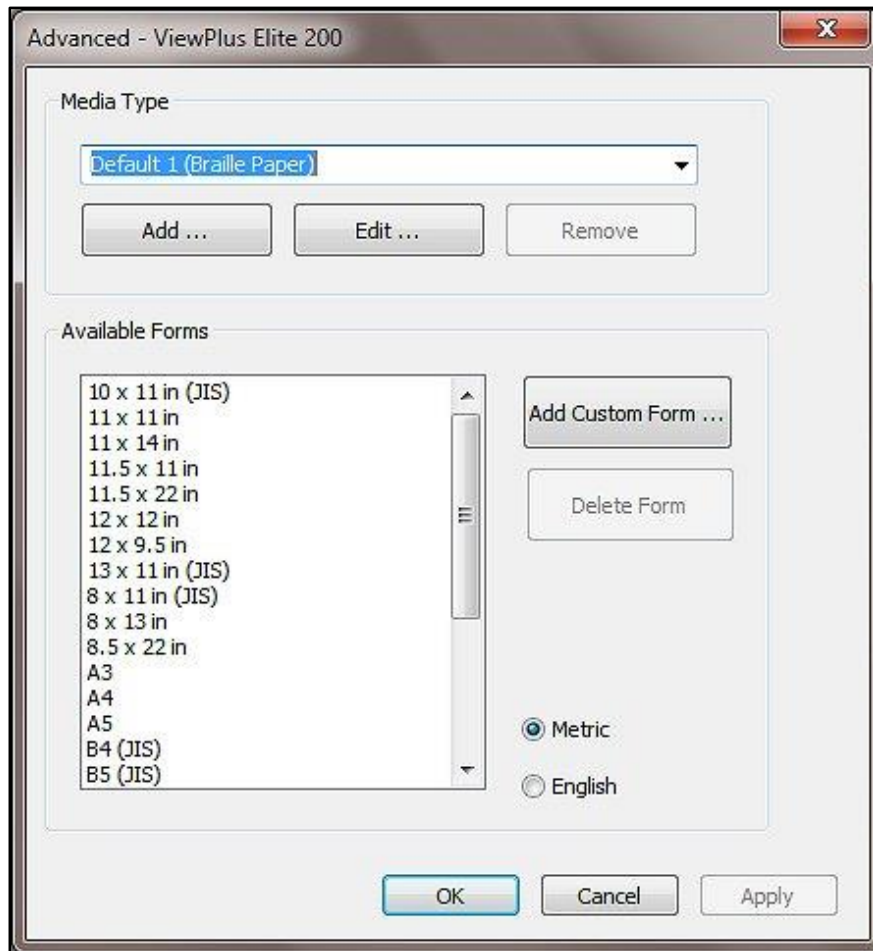
- **Paper and Media**

Select the options that apply to your media.

Paper size – Select the paper size you are using from the list, or leave the setting at 'Automatic Select' to allow the application you are printing from to choose the correct paper size for you.

Media Type – Select the type of media you are using.

Advanced – Selecting the 'Advanced...' button brings up another dialog, which allows you to create and manage custom media types and paper sizes.



Shows Advanced options in Paper/Media settings

○ **Media Type**

Add – Choosing this button will allow you to define a new custom media type. The 'Print Media Type Test Pattern' button will print a selection of punch forces from which you can choose to set the highest and lowest punch force values that work for your media.

Edit – Selecting a media type from the drop-down list and choosing 'Edit...' will allow you to edit that media type. **NOTE: DEFAULT MEDIA TYPES CAN NOT BE EDITED.**

Remove – Selecting a media type from the drop-down list and choosing 'Remove' will delete that media type from the list. **NOTE: DEFAULT MEDIA TYPES CAN NOT BE REMOVED.**

○ **Available Forms**

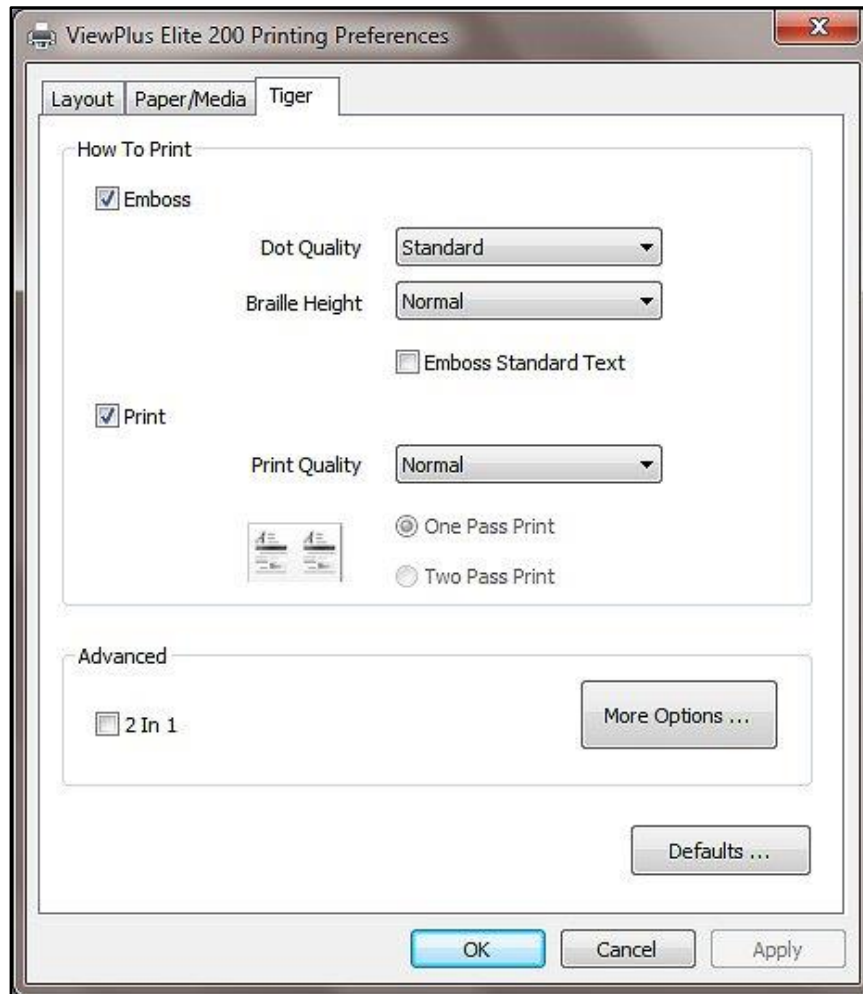
Selecting a paper size in the list will show the paper dimensions in the selected units of measure.

Add Custom Form... – This button will allow you to define a new paper size. **NOTE: PAPER SIZES WIDER THAN 12 INCHES MAY NOT BE ADDED.**

Delete Form – If the selected form from the list is a custom size, this button will remove the selected form.

Tiger tab

The Tiger tab contains controls for Braille and print output options as follows.



Shows Tiger Tab

- **How to Print**

Select the print and braille options appropriate for your document.

Emboss – When this option is checked, the Elite or Premier will create embossed output.

- **Dot Quality** – Select 'Standard' or 'Best'. Printing with standard dot dot quality is the faster option. Selecting best dot quality causes the printer to punch each dot twice, leading to rounder, smoother dots.

- **Braille Height** – Select 'Low', 'Normal' or 'High' Braille dot height. Normal dot height sets the Braille dots to the same height as the highest graphics dots. Adjust the Braille dot height higher or lower to suit the reader.
- **Emboss Standard Text** – When checked, standard text that is not translated to Braille will be embossed. This is helpful when used with a large font to print raised letters.

Print – This section is only available if a ViewPlus InkConnect is attached to the Elite or Premier embosser. When this option is checked, the Elite or Premier will create print output.

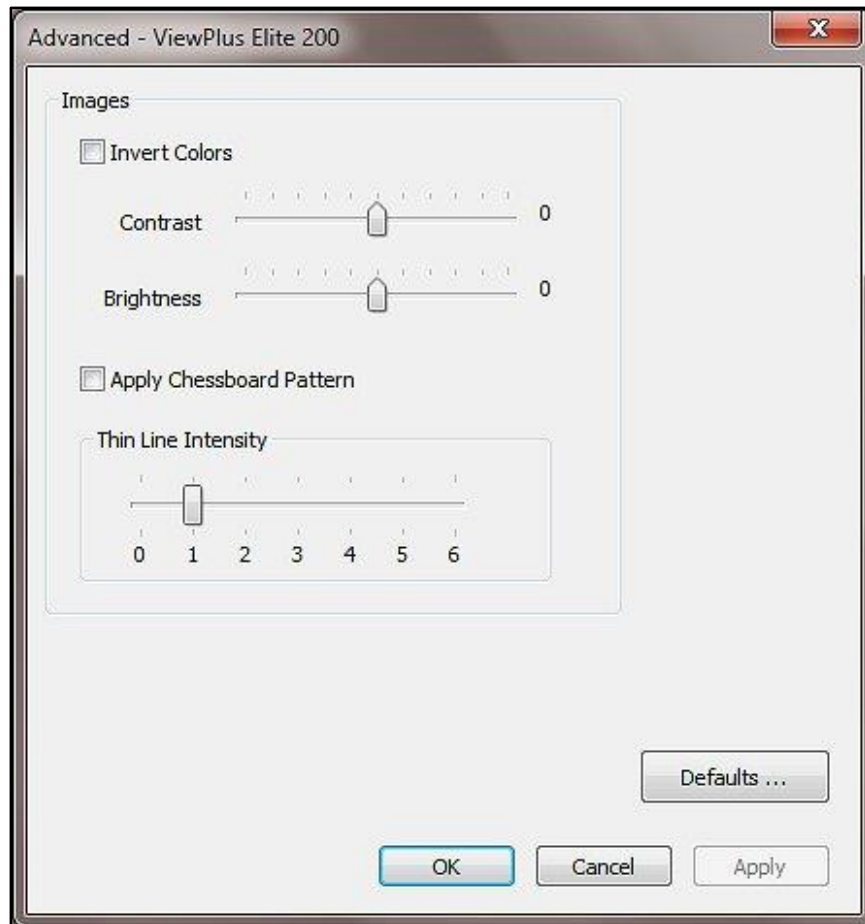
- **Print Quality** – Select 'Draft', 'Normal' or 'Best'. Draft is the fastest option, Normal is standard and Best produces the nicest-looking print output. Please note, that higher quality print option consumes more ink and takes longer to print.
- **One Pass Print/Two Pass Print** – This option is only available when printing Double Sided (Interpoint). Selecting 'One Pass Print' will place the ink print text for both sides of the paper in two columns on just the front page, which requires the paper to travel through the printer only once. Selecting 'Two Pass Print' will place the print for each side of the paper on the corresponding page, requiring the paper to travel through the printer twice to result in ink print on the front and the back sides of the paper. Therefore the user will need to flip the paper over and reload it into the printer after initial printing has finished.

- **Advanced**

Select the advanced printing options appropriate for your document.

2 in 1 – This option is only available if a ViewPlus InkConnect is attached to the Elite or Premier. When this option is checked, the printer will generate embossed output from every odd page of the electronic document, and print output from every even page of the electronic document. The resulting output will combine two pages of the electronic document on one page on paper. This is helpful when you wish to have the embossed page show different data than the print page (for example, if you wish to simplify a complex image on the embossed page but retain the original detail on the print page).

More Options – Selecting the 'More Options...' button brings up a new dialog with the following options.



Shows the More Options dialog window

- **Images**

Select the desired image options. These settings apply only to the embossed output.

Invert Colors – When checked, this option embosses light colors as high dots and dark colors as low dots.

Contrast – The default setting is 0. The range is from -100 to 100. Increasing the contrast increases the dot height difference of two colors that have intensities that are nearly the same. By increasing the contrast, light colors get lighter and dark colors get darker.

Brightness – The default setting is 0. The range is from -100 to 100. Increasing the brightness can be useful to increase the intensity of all the colors. This option is most often used with images in which lines are thin and light.

Apply Chessboard Pattern – When this is checked, the printer will emboss graphics with every second dot only, resulting in 10 dpi resolution instead of 20 dpi. With every new line, dots are being placed underneath the spaces of the previous line, which will show like a chessboard pattern. To separate the dots like this will help determine tactile differences in dot heights between filled areas.

Thin Line Intensity – If lines in graphics are too thin to emboss correctly, slide the indicator to the right.

- **Defaults**

The 'Defaults...' button will restore all settings on the Advanced dialog to their default values.

- **Defaults**

The 'Defaults...' button will restore all settings on the Tiger tab to their default values.

V. Operator Panel

A. Functions



Shows the operator panel

(The buttons are described from left to right order.)

- **Cancel** – This button is square with a raised red X on it. Pressing this button during printing will stop the print job or clear error status.
- **Resume** – This button is triangular with one point oriented up, like an up arrow, and has a "play" symbol (a triangle pointing right) screen-printed on it. Pressing this button will resume a paused print job.
When no print job is active, tapping this button will move paper to the top of form position and holding the button will feed the paper forward into the machine.
Holding down this button on power up will initiate the embossing of a test page. The printer will load paper and emboss a single page which will test both print carriages. If this function completes without error, the embosser is functioning properly.

- **Pause** – This button is triangular with one point oriented down, like a down arrow, and has a pause symbol (two vertical bars) screen-printed on it. Pressing this button during a print job will interrupt the embossing. Continue the embossing action by pressing the resume button, or press cancel to abort the print job.

When no print job is active, tapping this button will move paper to the top of form position and holding the button will feed the paper backward out of the machine.

B. Status Lights

- **Green light (power symbol)** – This light is on when the embosser is powered and ready to receive data. It is blinking if the embosser is starting up, or if it is busy receiving data.
- **Red light (warning symbol)** – This light is blinking when the embosser's housing lid is open, or when an error occurs during printing. The specific errors are: out of paper, paper jam, embosser head position error, housing open, power fault or if the print job data is corrupted. To clear the error status warning light, press the cancel button.

C. Audio Alerts

Computer screen error alerts

During printing the printer driver is monitoring the status of the print job. If problems occur during printing, the embosser will inform the user of the error by showing a dialog box on the screen. This will only happen if the embosser is connected locally to the computer via the USB interface, or if it is connected to the network through its on-board LAN port. This will not happen with embossers networked through print servers or connected via Bluetooth connections.

- **Paper Out** – (High-Low) Load new print media to the embosser and press the cancel button to clear the error status warning. Now any print job which was sent but not printed before the error occurred should be resent.
- **Paper Jam** – (High-Low-High) Remove the jammed paper and press cancel to clear the error status warning. Now any print job which was not printed before the error occurred should be resent.
- **Alignment error / Emboss head stalled** – (High-High-Low) Press cancel to clear the error status warning. Try printing again. If the problem persists, contact ViewPlus Support.
- **Print data error** – (Low-High) Press cancel to clear the error status warning and send the print job again.

- **Carriage stalled** – (High-Low-Very Low) Turn the embosser off and on again. If this does not clear the error message, contact ViewPlus Support.
- **Housing open** – (Low) Close the lid of the embosser and continue operation. If error status warning does not clear, make sure the lid is closed securely against the main housing. An error message will be displayed if you try to print with the lid open.
- **Power fault** – (Long Low) Turn the embosser off and contact ViewPlus Support.

If you experience any other error, you will likely hear a sequence of three high beeps. To get more information about the error, go to the printer properties for your Elite or Premier embosser and find the specific error message in the printer status box on the Service tab.

VI. Paper Handling

A. Paper Loading

Your ViewPlus Elite or Premier comes with a front-loading tractor feeder that takes media from four to twelve inches wide. Follow the instructions below to load tractor feed paper:

- Open the paper cover by lifting the front edge and rotating it toward the back of the printer.
- Lift the tractor flaps on both sides to reveal the tractor teeth.
- Place the left side of the paper into the left tractor and close the tractor flap. Do not adjust the left tractor position. If necessary, adjust the right tractor position to fit into the right side of the paper:
 - Release the locking lever on the side of the tractor.
 - Slide the tractor to a position so it lines up with the holes in the paper.
 - Insert the paper into the tractor and close the flap.
 - Adjust the tractor so that the paper is tight.
 - Engage the locking lever.
 - Close the paper cover.

B. Paper Jams

To check and clear paper jams please follow the steps below.

Note: Always pull the paper from the center of the visible side or with one hand on each edge of the paper so the pulling force is distributed. This way it is less likely that the sheet will be torn into pieces which might be harder to remove.

- If the embosser is indicating a paper jam, turn the embosser off.
- Open the housing lid and check for paper inside. If there is paper present, in most cases it can be removed simply by pulling on one end of the paper.
- If the paper jam can not be cleared by pulling on one end of the paper, unplug the embosser from the wall, then open the paper cleanout under the housing lid. To do this, locate the flat, silver knobs toward the back of the embosser on the left and right (they are attached to green metal parts). Twist the flat knobs counter-clockwise until the cleanout pops up slightly. Then rotate the cleanout towards the front of the printer. With the cleanout open, try to free the paper.
- Once the paper jam is clear, close and latch down the cleanout (if opened), close the housing lid and plug the embosser back in (if unplugged).
- Turn on the embosser, and then reprint the document.

VII. Braille, Translation and Printing

A. ViewPlus Tiger Software Suite

Within MS Office Word, and Excel the ViewPlus Tiger Software Suite (TSS) provides direct tools for text to Braille translation in numerous languages and contraction grades. TSS includes easy translation of charts and graphs in MS Excel and provides further tools to easily create and edit tactile graphics originating from other Windows applications.

Please visit <https://viewplus.com/product/tiger-software-suite/> to find further information about the ViewPlus Tiger Software Suite solutions, including the TSS user manual.

B. Fonts

Braille and Tiger screen fonts are braille fonts that install with the installation of the ViewPlus embosser driver. They can be chosen from any Windows program that includes Windows font selection. Braille and Tiger screen fonts appear as standard text characters on the screen and print as braille dot patterns. When applying these fonts, each print character is converted to one braille character that corresponds to the ASCII code of that print character. There will be no contractions, or translation of symbols in the braille output.

It is very important to use the correct font size for the correct dot spacing to be printed for braille fonts. For 8 dot braille fonts, like 'Computer' Braille, the point size needs to be set to 43. Other braille fonts, indicated through a '29' in their font name, need to be set to point size 29.

Characters, or text not translated to braille will emboss as graphic images of the visual character if 'Emboss Standard Text' option is checked within the Tiger tab of the printing preferences.

C. Printing

Once the printer driver is installed and the printer properties are accessible, the next step would be to print a document. These are the steps that you should follow to print:

- Open the document to be printed for example in MS Word.
- Open the program's File menu and choose Print.
- On the Print dialog, make sure the VP Elite or Premier is selected. Click on the printer properties button and ensure that the correct paper size and Tiger printing options are selected. Click OK on the printer properties dialog when you are finished. Then click OK on the Print dialog to start the print job.
- If you are using form feed paper when the printer is finished, press the **up arrow button** to advance the paper enough so you can detach it. Press the **down arrow button** after you have detached the paper to move the paper to the ready position for the next print job.

In general, ViewPlus printers follow the principle "What you see is what you get" with a 20 dpi resolution of the embossed representation, and colors converted to dot heights where darker colors are embossed with higher dots (black = highest dot), and lighter colors are embossed with lower dots (white = no dot).

There are example documents and tips for using various Windows applications at: <https://viewplus.com/viewplus-support/downloads/>

VIII. Software Packages

For pricing, ordering, and additional information on any of the following products consult the ViewPlus website www.viewplus.com or your ViewPlus representative.

- **Tiger Software Suite (TSS)**

The ViewPlus Tiger Software Suite (TSS) is the complete solution for producing Braille and tactile graphics by harnessing the full power of MS Word and Excel. The press of a button automatically converts and formats documents that were originally created for an ink printer.

Additionally, the Tiger Software Suite offers tools to ease creation and editing of tactile graphics.

- **MathType by Design Science**

MathType is an Add-in editor in MS Word for math equations. Equations can be entered using MathType editor and directly translated to LaTeX, Nemeth, or other Braille math using the ViewPlus Tiger Software Suite.

- **Audio Graphing Calculator (AGC)**

The ViewPlus Audio Graphing Calculator (AGC) is a self-voicing Windows application that provides access to scientific calculation and graphing for people who are blind or dyslexic. It includes a standard on-screen calculator and a powerful function evaluator as well as the capability of computing and viewing functions visually and as an audio plot. The audio tone plot gives AGC users access on a time scale comparable to access by people without print disabilities to visual plots on standard graphing calculators.

IX. Training, Warranty, Maintenance and Support

For additional information about any of the below, please don't hesitate to consult the ViewPlus website www.viewplus.com or contact your ViewPlus sales representative.

A. Training

ViewPlus provides two training methods

- 1) Video tutorials/documentation downloadable from our website, and
- 2) Live on-line training sessions with a ViewPlus Support Specialist.

B. Maintenance

It is important to choose a suitable location for the ViewPlus embossing printer. The cable length between the embossing printer and the host computer should not exceed ten feet (three meters). The location should be sturdy and flat. The embossing printer should not be exposed to direct sunlight, extreme heat, cold, dust or humidity. The AC power outlet must be compatible with the plug of the embossing printer's power cord.

Dot quality should be monitored; poor alignment can cause permanent damage to the platen of the ViewPlus embosser.

Software updates can be downloaded from the ViewPlus Technologies website. You should occasionally check the website for the latest developments.

C. Support

In addition to support material on our website please do not hesitate to contact us for your technical support questions:

- Contact your ViewPlus embosser sales representative if you did not purchase directly from ViewPlus Technologies
- E-mail to support@viewplus.com, or
- Call the ViewPlus Technologies office at +1 541 754 4002 (Pacific Standard Time Zone), or the European office at +49 5404 9596 414 (Central European Time Zone).

D. Warranty

For information on your product warranty, please visit our website at <https://viewplus.com/viewplus-support/warranty-details/>

Extended Warranty

For extended warranty options please contact your ViewPlus representative, or the dealer the embosser was purchased from.