UbiDuo User Manual
V2.D

FCC

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This equipment uses the following standard jack types for network connection: RJ11C.

Facility Interface Code (FIC) 02LS2

Service Order Code (SOC) 9.0F

This equipment contains an FCC compliant modular jack. It is designed to be connected to the telephone network or premises wiring using compatible modular plugs and cabling which comply with the requirements of FCC Part 68 rules.

The Ringer Equivalence Number, or REN, is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may cause an incoming call to become undetectable. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to your line, contact your local telephone company.

In the unlikely event that this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. In the event such a disconnection is deemed necessary, you will be advised of your right to file a complaint with the FCC.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact sComm, Inc. at 866-505-7008 (voice) or 866-505-7001(TTY/Sorenson VP). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable components within this equipment.

This equipment must not be used on party lines. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

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 15.105 (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 one of the following measures:
  - Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into 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.

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

Specific Absorption Rate
This portable equipment with its antenna complies 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.

Industry Canada CS03 Statement
"NOTICE: The Industry Canada label identifies certified equipment. This
certification means that the equipment meets telecommunications network
protective, operational and safety requirements as prescribed in the appropriate
Terminal Equipment Technical Requirements documents(s). The department
does not guarantee the equipment will operate to the user's satisfaction.

           Before installing this equipment, users should ensure that it is
permissible to be connected to the facilities of the local telecommunications

company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate."

An explanatory note on Ringer Equivalence Numbers (see Section 10.0) and their use must be provided for the terminal equipment user in the information accompanying the terminal equipment. A notice similar to the following would be suitable:

"**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence Numbers of all the devices does not exceed 5."

Industry Canada Statement per Section 4.0 of RSP-100
The term "**IC:**" before the certification / registration number only signifies that the Industry Canada technical specifications were met.

Section 7.1.5 of RSS-GEN
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.

Section 7.1.4 of RSS-GEN
This device has been designed to operate with an antenna having a maximum gain
Of 4.31dB. Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms."

Section 7.1.5 of RSS-GEN
To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that required for successful communication.

Section 2.6 of RSS-102
This portable transmitter with its antenna complies with Industry Canada RF Exposure Limits for General Population / Uncontrolled Exposure.

UbiDuo® User Manual

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A Note from the CEO

Hello, and thank you for purchasing a UbiDuo, the premier face-to-face communication solution for people who are deaf, hard of hearing, or who face any communication barriers. The UbiDuo has opened the door for many people and has given them a sense of freedom and independence like nothing else. With the UbiDuo, you'll be able to communicate directly, without an interpreter and without writing notes back and forth on paper or reading lips, no matter where you go.

For those of you who have purchased a UbiDuo to better service clients or employees who are deaf or hard of hearing, congratulations. The UbiDuo offers an affordable alternative to expensive interpreters. While there may be some situations in which an interpreter might be necessary, you now will be able to hold impromptu conversations, quick training sessions, or meetings without worrying about hourly rates or a minimum length of time.

The UbiDuo does not connect to the Internet, so there are no monthly access fees to pay. The UbiDuo has TTY capabilities built in, which we call the Ubi4Tel feature; however, it is so much more. Once you use Ubi4Tel to communicate over the telephone lines, you'll never want to use an old-fashioned TTY again!

Please remember, though, the UbiDuo 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 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, 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 a UbiDuo for an employee who is deaf or hard of hearing. We'd love to hear from agencies who have recommended the UbiDuo to clients who are deaf or who interact with the deaf. More information about how to contact us is included later in this manual.

Thank you again for your business.

Communicating freely,

Jason Curry

Warnings!

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

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

The UbiDuo was manufactured to be fairly rugged, but that does not mean you can throw it around. Please treat this as you would a laptop computer: do not drop it; do not spill liquids on it (although the keyboard is water-resistant, repeated spills may cause damage); and do not unscrew the back of the UbiDuo to remove the casing. Only use an AC-DC adapter to charge the units. The UbiDuo will operate on 120 volts; if you are traveling overseas, you will need a converter.

Separating the Two Halves

To separate the two halves of the UbiDuo without damaging the internal parts, you must always lay the UbiDuo flat, preferably on a hard surface, such as a desk or a table, unfold the two sides, and then disconnect them using the two u-shaped metal hinges. Never pull them apart using the plastic cases. See the illustrations below

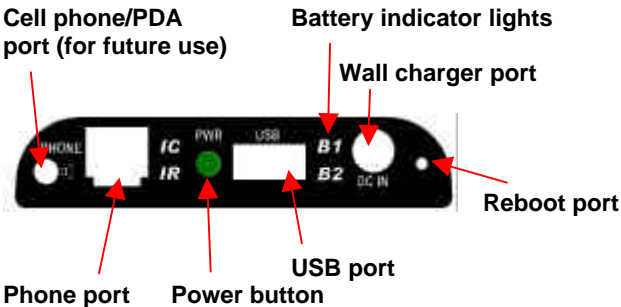**RIGHT WAY**   **WRONG WAY**

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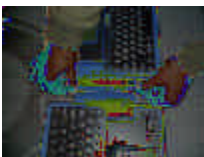
Power and Ports Panel

This section describes the panel on the right-hand side of the UbiDuo with the Power button and different ports. When you turn on the UbiDuo for the very first time, an error message will appear that tells you to turn off the device. This is normal; simply press Enter. The UbiDuo will shut off. When you turn it on again, it will stay on.

Turning on the UbiDuo

To turn on the UbiDuo, press the green Power (PWR) button located on the right-hand side of each unit.

Cell phone/PDA port (for future use)

Battery indicator lights

Wall charger port

Reboot port

Phone port   **Power button**

USB port

Cell phone/PDA port – Reserved for future use

Phone port – Telephone line connects here for Ubi4Tel feature

IC/IR indicators – Incoming chat request (IC) is lit up when someone is requesting a chat session; in range (IR) is lit up when another UbiDuo is in range. This corresponds with the lights on the front side of the UbiDuo (IC = blue light; IR = white light).

Power button – Turn the UbiDuo on and off with this button

USB port – Upload new software releases to the UbiDuo or download saved conversations by connecting the UbiDuo to a computer
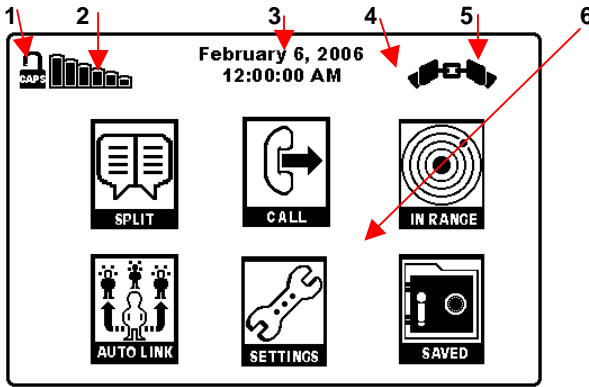
B1/B2 indicators – B2 is lit up when the UbiDuo is plugged in to a wall outlet. *(B1 is for future use.)*

DC IN – Wall chargers connect here to charge the batteries or to power the UbiDuo

Reboot port – If the UbiDuo freezes or locks up, insert the end of a paper clip or safety pin here to reboot it

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Main Menu

The Home screen will appear, showing the Main Menu and other features.

1 — Caps Lock indicator. The Caps Lock defaults to the unlocked position. There is a small space between the square portion of the lock labeled CAPS and the U-shaped piece on top. If the Caps Lock key has been pressed, the U-shaped piece will move down to indicate that Caps Lock is on.

2 — Battery indicator (six bars that get shorter and shorter). When the battery in a unit has been charged, all six bars are black. When the UbiDuo is used without being plugged in, the battery will lose its charge, and each bar will turn white, starting with the tallest on the left.

NOTE: When the UbiDuo is set to Reverse Video for clients with low vision, the battery bars will be white and will turn black as the battery wears down. Read more about Reverse Video in the Features for People with Low Vision section of this manual. Read more about the batteries and how to charge them in the Charging the Batteries section of this manual.

3 — Date. Right underneath that is the time, indicated in hours, minutes, and seconds. When you first turn on the UbiDuo, you will need to set the time and date on each half. Read more about setting the time and date later in this manual.

4 — Telephone indicator. *(Not shown in picture.)*This icon will show only when the UbiDuo is making or receiving a telephone call.

5 — Auto-Link indicator. When the Auto-Link is set to Off, the indicator, which looks like a seatbelt, is unbuckled. When the Auto-Link is set to On, the seatbelt is buckled. In the illustration above, the Auto-Link is on.

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6 — Main Menu icons. You can select any of the icons by using either the Tab key or the up/down/right/left arrow keys. The menu icons are explained below.

Main Menu Icons
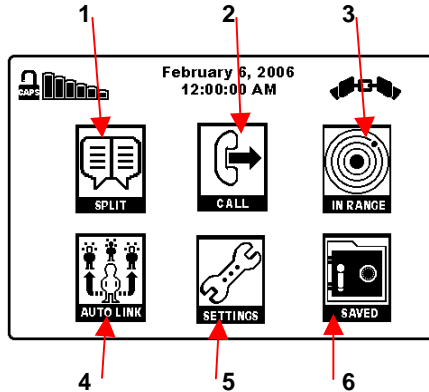
1 – Split screen chat. Start a chat session by pressing Enter when this icon is highlighted.
2 – Call (using Ubi4Tel feature). Connect the UbiDuo to a telephone line and place a call.
3 – In Range. See whether other UbiDuos are within range to start a conversation.
4 – Auto-Link. Use Auto-Link to automatically connect to other UbiDuos within range or to keep others from automatically linking to you.
**5 – Settings.** Check your settings or change your default settings.
6 – Saved conversations. Save a conversation or view saved conversations.
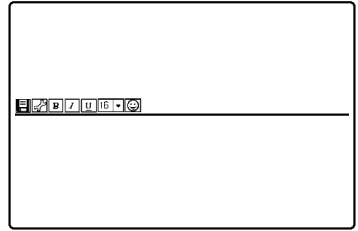
Split Screen Chat

 When the UbiDuo is first turned on, the Split Screen option is the default. To open the Split Screen and start a chat session, wait until the Auto-Link indicator appears (a buckled seatbelt), and press Enter.

NOTE: Both UbiDuo units must be on to start a chat session. The following error message will appear if only one unit is on:
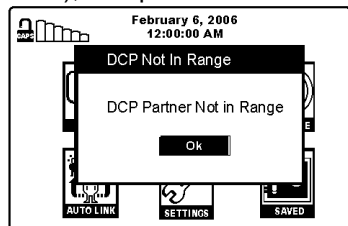
When both units are on and ready to chat, this is what the Split Screen looks like:. The text you type will appear at the top of the screen. The text your Designated Chat Partner, or DCP, types will appear in the bottom half of the screen.

Split Screen Toolbar

The two halves are divided by a toolbar. These are the icons and what they mean.

Save a conversation – To save a conversation, press Tab once to highlight the Save icon on the toolbar and press Enter. Pressing <Ctrl>F3 also saves a conversation. A box will appear that says Enter Log File Name. Backspace to remove the CHATLOG default title. Type in an 8-letter file name for the conversation, for example, Mom1, if you want to save a conversation with your mother, and press Enter. Your conversation will be saved, and you will return to the Split Screen.

NOTE: If your UbiDuo fully loses power, any saved chats stored on the UbiDuo will be lost. You must download them to a PC.

NOTE: Any conversations you have saved will be deleted when you download software to the UbiDuo. Before updating your software, you should transfer your saved conversations to a PC if you do not want them to be deleted.

NOTE: Conversations are limited to 20 KB in size. If you try to save a conversation larger than 20 KB, the UbiDuo will save only the first 20 KB of data. The rest will be lost. There is no error message to warn you on the UbiDuo about your file size; however, when you download a conversation file larger than 20 KB to a PC and try to access it, you will receive the following error message:

"Cannot open the E:\LOG\file_name.TXT file. Make sure a disk is in the drive you specified."

Read more about viewing and downloading saved conversations in the Saved Conversations section of this manual.

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Settings/Return to Home – To return to the Home screen, press Tab twice to highlight the Settings icon on the toolbar and press Enter. (The square and the wrench will be black; in Reverse Video the square and the wrench will be white.) This will return you to the Main Menu on the Home screen so that you can change your settings. Read more about UbiDuo settings later in this manual.

Bolding text – To make your text appear **bold**, press Tab three times to highlight the Bold icon on the toolbar and press Enter. Any text that you type after that will appear bold. **NOTE:** When you bold your text, Function Key menus will be bold also. Read more about Function Key menus later in this manual. **NOTE:** Setting your text to appear bold will NOT change the other person's text at the bottom of your screen.

To turn the Bold setting off, press Tab three times to highlight the Bold icon again and press Enter. Any text you type will appear normal.


Italicizing text – To make your text appear in *italics (slanted)*, press Tab four times to highlight the Italics icon on the toolbar and press Enter. Any text that you type after that will appear in italics. **NOTE:** When you set your text to appear in italics, Function Key menus will be in italics also. Read more about Function Key menus later in this manual. **NOTE:** Setting your text to appear in italics will NOT change the other person's text at the bottom of your screen.

To turn the Italics setting off, press Tab four times to highlight the Italics icon again and press Enter. Any text you type will appear normal.

Underlining text – To make your text appear underlined, press Tab five times to highlight the Underline icon on the toolbar and press Enter. Any text that you type after that will appear underlined. **NOTE:** When you set your text to appear underlined, Function Key menus will be underlined also. Read more about Function Key menus later in this manual. **NOTE:** Setting your text to appear underlined will NOT change the other person's text at the bottom of your screen.

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To turn the Underline setting off, press Tab five times to highlight the Underline icon again and press Enter. Any text you type will appear normal.
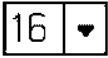
Changing font size – To change the size of the text on your screen, press Tab six times to highlight the Font Size icon (a number with down arrow), and press Enter. Available font sizes are

12-point font

16-point font

20-point font

24-point font

NOTE: When you change the size of your font after you have already started typing,

- all of the text on both halves of your screen will change (what you have typed and what your chat partner has typed at the bottom of your screen).
- function key menus will be changed to that size font also.
- it will not change the size of the font on your chat partner's unit. They must change the size of the font themselves on their unit.

NOTE: Font size defaults to 16-point font. To change the default so that text always appears larger, review the Settings section of this manual.

To change the font to another size, press Tab six times to highlight the Font Size icon again and press Enter.

Inserting emoticons – The UbiDuos are programmed with 11 emoticons that you can use during your chat sessions. To access the emoticon list, press F1. Press Esc to return to the chat session, and then press the function key for the emoticon you want to use. Emoticons are listed below.

Key Function Help

F1	**Open This Window**		F7	Sick	
F2	Smile		F8	Angry	
F3	Sad		F9	Secret	
F4	Shocked		F10	Cool	
F5	Question		F11	Die	
F6	Tease		F12	Clown	

Exiting the Split Screen Chat

To exit the split screen without saving your conversation, press Tab twice to highlight the Settings icon and press Enter.

Call (Ubi4Tel)

The UbiDuo has teletype (TTY) capabilities, meaning it can be used to communicate over the telephone lines. We call it the Ubi4Tel™, though, because using the UbiDuo over the phone lines is like talking to someone face to face: you can do it in real time and communicate simultaneously — and you can connect up to four people! No longer do you have to wait for the other person to finish typing – while you are unable to interrupt if you have a question or comment. With the Ubi4Tel feature, you can both type at the same time. You don't have to use "GA," "QM," or "SK" unless you want to.

NOTE: To communicate in real time at the same time over the phone, each person must have a UbiDuo. If one person is on a regular TTY and one person is on a UbiDuo, you will have to communicate as if you are both on regular TTYs. You cannot talk at the same time because the regular TTY cannot support two people talking at one time.

To use the Ubi4Tel feature with your telephone at home (a land line), unplug the phone cord from the telephone itself and plug it into the Phone port on the right-hand side of either UbiDuo half.

Phone port

Using the Ubi4Tel Feature

From the Main Menu on the Home screen, press Tab or use the arrow keys to highlight the Call icon and press Enter. The Place Call screen will appear, as shown below.

```
          Place Call
          New Number

|                    | New Contact |
```
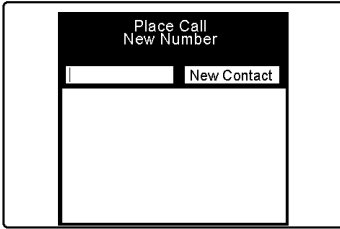
Press Tab to bring up the cursor in the left-hand number field, and dial the number of the person you want to call. To dial the number without saving it in your phone book, press Enter. The Call being Placed screen will appear.

```
          Call being Placed

               Dialing
```
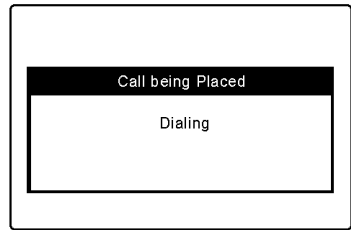
NOTE: Up to four people can chat at the same time through the Ubi4Tel feature. For more information about inviting other UbiDuos to chat, see the Inviting Other UbiDuos to Chat section later in this manual.

Receiving a Telephone Call

To receive a phone call using the Ubi4Tel feature, you must have the UbiDuo plugged in to the telephone line, and the UbiDuo must be on.

NOTE: For information on how to adjust the length of time it takes for your UbiDuo to answer an incoming call, see the Modem section later in this manual.

Ending a Telephone Call

To end the call, press <Alt> F10.

Saving a Telephone Conversation

When the call has ended and you would like to save the conversation, press Tab once to highlight the Save icon on the toolbar and press Enter. Pressing <Ctrl>F3 also saves a conversation. A box will appear that says Enter Log File Name. Type in an 8-letter file name for the conversation, for example, Mom1, if you want to save a conversation with your mother.

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NOTE: Conversations are limited to 20 KB in size. If you try to save a conversation larger than 20 KB, the UbiDuo will save only the first 20 KB of data. The rest will be lost. There is no error message to warn you about your file size.

Saving a Contact's Name and Number

To store the number in your phone book, tab to the New Contact field on the right and press Enter. This brings up the New Contact screen, as shown below.

Type the contact's name in the Name field, and press Tab to move to the Number field. Type in the contact's phone number and press Enter to save the information. You will be returned to the Home screen, where again, you will have to tab or use the arrow keys to select Call.

```
New Contact

Name
 Uncle Bob

Number
 816-555-1212
```
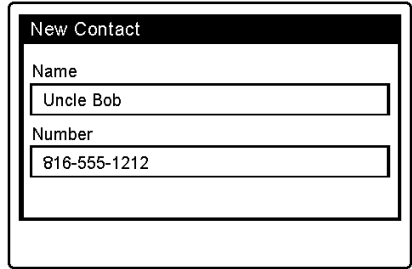
In Range

The In Range functionality shows what other UbiDuos are within 1000 feet of your UbiDuo. These units will show up in a list on your machine; however, they will not be able to access your conversation unless you invite them to chat.

Inviting Other UbiDuos to Chat

If other UbiDuo users have assigned unit IDs to their UbiDuos, when you tab or arrow key to the In Range icon on the Main Menu and press Enter, a list of Potential Chat Partners will appear. The other half of your UbiDuo always will be listed. You always will have a connection to this unit. This is what the screen will look like with only the other half of your UbiDuo within range.

```
Potential Chat Partners
Unit 4.07
```

```
Chat Request Sent

Chat Request Sent To

Jason
```
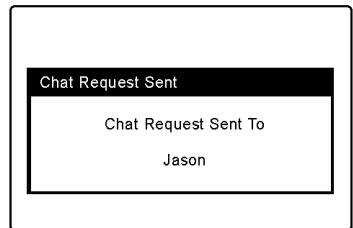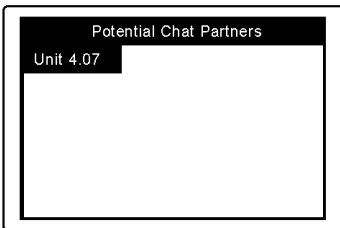
To start a chat with another UbiDuo in range, tab through the list to select a unit,

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and then press Enter. This is what the message will look like.

This is what the Chat Request looks like to the invited user, who can either accept or reject the request. The default is Accept.

```
Request for chat from
                109
   Accept            Reject
```
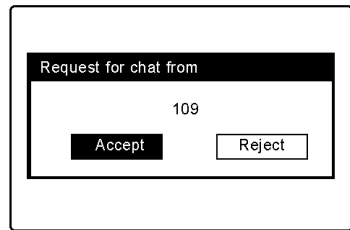
If the user accepts the request, the Split Screen will then appear (as shown under Split Screen Chat).

If the user rejects the request, this is the message the requestor will receive.

```
Chat Request Denied
           Chat Request Denied
               Ok
```
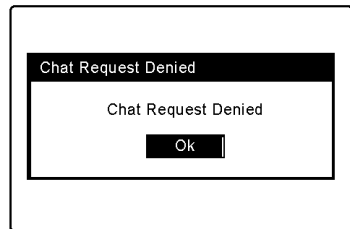
Holding a Three-way Conversation

The UbiDuos are designed to enable a group of up to four people to communicate freely. To invite another UbiDuo to join your chat, go to the Main Menu and select the In Range icon.

This is what the screen will look like when there is one other UbiDuo within range. On the screen, one Unit I.D. is the other half of the UbiDuo; the other two I.D.s are two halves of another UbiDuo.

```
Potential Chat Partners
   109
   232
   273
```
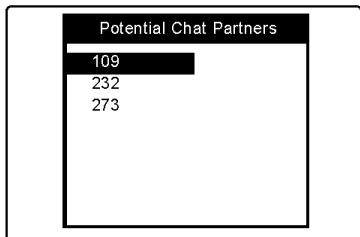
To add a third person into the conversation, use the Tab key to select another I.D., and press Enter. If the person accepts your chat request, your screen will divide into three parts, as shown here.

```
23>

232>


109>
```
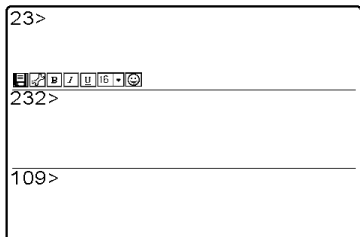
NOTE: The split screen toolbar will always be between the Designated Chat Partners (the two halves of the UbiDuo).

Holding a Four-way Conversation

Because there are two halves to the UbiDuo, you have the possibility of conversing with three other people at the same time. Go to the Main Menu and select the In Range icon. Using the same example as above, this is what the screen will look like with another UbiDuo within range.

```
  Potential Chat Partners
    109
    232
    273
```
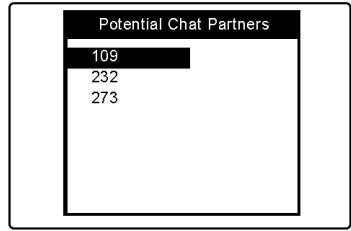
To add a fourth person into the conversation, use the Tab key to select the other I.D., and press Enter. If the person accepts your chat request, your screen will divide into four parts, as shown here.

```
23>

[toolbar]
232>

109>

273>
```
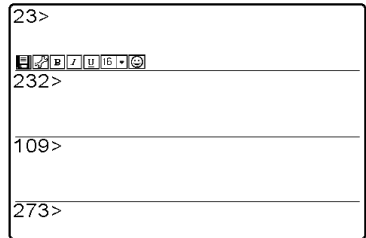
No Units in Range

If there are no other UbiDuos within the 1000-foot range, an error message will appear.

```
No Units in Range

There are no units in range
        Ok
```
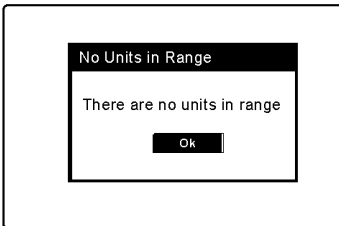
Press Enter to return to the Main Menu.

Auto-Link

When the Auto-Link feature is set to On (shown in the top right-hand corner of the Main Menu), whenever your UbiDuo is on, anyone can open up a Split Screen window and chat with you without requesting permission. You will not see a pop-up window requesting a chat; the Split Screen will open automatically if you are not already chatting with someone.

If you are chatting with someone, other UbiDuo users within range automatically will join your chat sessoin. You will not see a pop-up window requesting a chat; the Split Screen automatically will separate into thirds for the new user.

20
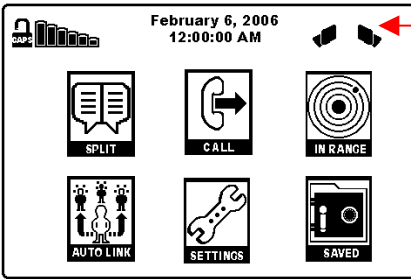
This is what the Main Menu looks like with the Auto-Link off. The arrow is pointing to the unbuckled belt.

When Auto-Link is set to Off
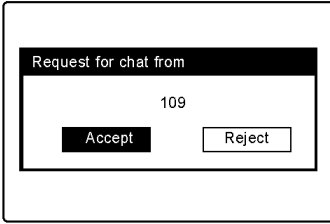
on your UbiDuo and someone wants to chat with you, you will receive a Chat Request Message. This is what the Chat Request Message looks like.

Press Enter to accept the chat request; you then will be taken to the Split Screen. Tab to Reject if you do not want to chat with the other UbiDuo user.

Settings

On the Settings screen, you can change the default settings for the UbiDuo. That is, you can change the font setting so that it is always a larger size, instead of changing it each time you use the UbiDuo. Changes you make through the Settings screen will not change until you go back in through this screen and change them again. They will remain the same no matter how many times you turn on and off the UbiDuo.

Each UbiDuo can have its own settings, too. If one half needs to have a different contrast between the background and the text, for example, you want to make the text appear darker against the background, you can adjust just one half of the UbiDuo.

Press Tab or use the arrow keys to highlight the Settings icon on the Main Menu, and press

21
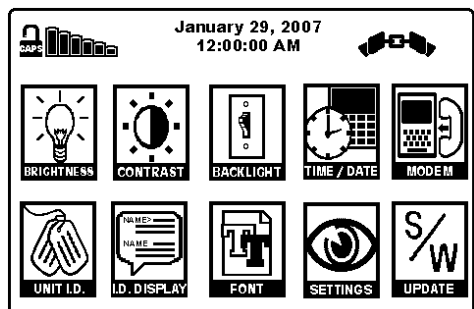
Enter. You will see the Main Settings Menu that looks like this.

Brightness

The Brightness setting controls the backlight, or the light behind the screen. The default setting for the backlight is 4.

To change the Brightness setting, press Enter, and use the up or down arrow key to adjust it. You can change the setting to any number between 0 and 7; 0 turns the backlight completely off. Seven turns the backlight up as bright as it can go.

```
Adjust Brightness

    Use Up Dwn Arrows to Adjust
         Brightness Level 4
              Set
```

Press Enter to set the new brightness level and return to the Main Settings Menu. Now, whenever you turn on your UbiDuo, this will be the new level.

NOTE: You can adjust the brightness of the screen when you have the reverse video feature on. See the Features for People with Low Vision section later in this manual.

Contrast

To select Contrast, press Tab once or arrow key to highlight the Contrast icon and press Enter. The Contrast setting controls how light or dark the text is against the background. The default setting for the backlight is 4.

To change the Contrast setting, use the up or down arrow key to adjust it. You can change the setting to any number between 0 and 7; 0 turns the text very, very light gray against the white background. Seven turns the text very, very dark against the white background.

```
Adjust Contrast

    Use Up Dwn Arrows to Adjust
         Contrast Level 4
              Set
```
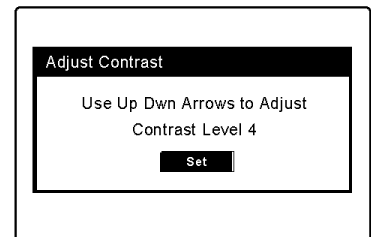
Press Enter to set the new contrast level and return to the Main Settings Menu. Now, whenever you turn on your UbiDuo, this will be the new level.

NOTE: You can adjust the contrast on the screen when you have the reverse video feature on. See the Features for People with Low Vision section later in this manual.

Backlight

To select Backlight, press Tab twice or use the arrow keys to highlight the Backlight icon on the Main Settings Menu and press Enter. As mentioned before, the backlight is the light behind the screen. You can change the brightness level, or you can set your UbiDuo so that the backlight is never on. The default setting for the backlight is On.

```
Backlight Settings

        Default Backlight
        ON        OFF
```
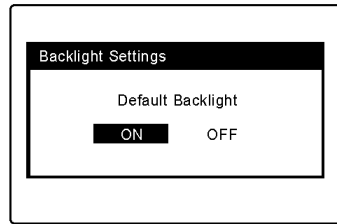
To change the backlight to always be off when you use your UbiDuo, press Tab or use the right arrow key to highlight Off, and press Enter. You will return to the Main Settings Menu. Now, whenever you turn on your UbiDuo, the backlight will be off. You will have to manually turn on the backlight by pressing End in the top right-hand corner of the keyboard any time you want it on.

Time/Date

To select Time/Date, press Tab three times or use the arrow keys to highlight the Time/Date icon on the Main Settings Menu and press Enter. The first time you turn on your UbiDuo, you will have to set the time and date.

```
Time and Date Entry
        Set Time and Date
        Time
        |                    hh:mm:ss:AM
        Date
                             mm/dd/yyy
```

```
Time and Date Entry
        Set Time and Date
        Time
        11:50:01 AM    hh:mm:ss:AM
        Date
                       mm/dd/yyy
```
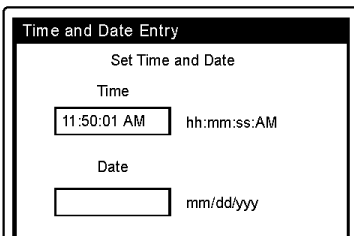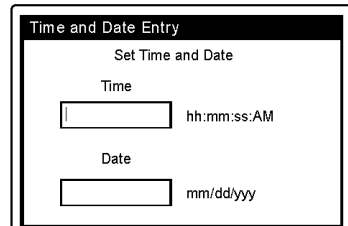
Enter the current time in the Time field. The format is shown to the right (hh:mm:ss:AM). Type PM if you are setting the time after noon.

Press Tab to move to the Date field.

```
┌─────────────────────────────────┐
│ Time and Date Entry             │
│         Set Time and Date       │
│       Time                      │
│    ┌──────────────┐             │
│    │              │  hh:mm:ss:AM │
│    └──────────────┘             │
│       Date                      │
│    ┌──────────────┐             │
│    │ 05/12/06     │  mm/dd/yyy  │
│    └──────────────┘             │
└─────────────────────────────────┘
```

Enter the current date in the Date field. The format is shown to the right (mm/dd/yyyy).

Press Enter to set the time and date and to return to the Main Settings Menu.

NOTE: Remember that you must change the time and date on the other half of the UbiDuo as well.

NOTE: Any time the UbiDuo loses power completely, for example, when the battery is removed or totally runs down, or when the reset switch is used, you will have to reset the time and date.

Modem

To select Modem, press Tab four times or use the arrow keys to highlight the Modem icon on the Main Settings Menu and press Enter. This brings up the Phone Line Answer Delay screen as show below.

```
┌─────────────────────────────────┐
│    Phone Line Answer Delay      │
│    ┌──────────────────────┐     │
│    │ 1 Second             │     │
│      15 Seconds                 │
│      30 Seconds                 │
│      45 Seconds                 │
│      60 Seconds                 │
│    └──────────────────────┘     │
└─────────────────────────────────┘
```

This setting enables the Ubi4Tel feature to connect to the telephone line. The default is one second. This means that if a phone call comes in to the UbiDuo, the UbiDuo will answer the call in one second. If you change the length of time, it will take longer for the UbiDuo to answer the phone call.

NOTE: For hearing users, a call coming in from a UbiDuo gives a high-pitched squeal much like a fax machine. If one of your phones is connected to a UbiDuo and you answer the other one and hear the squeal, you can hang up the phone and answer the call on the UbiDuo using the Ubi4Tel.

Unit I.D.

To select Unit I.D., press Tab five times or use the arrow keys to highlight the Unit I.D. icon on the Main Settings Menu and press Enter. The Unit I.D. is the name you give to each half of the UbiDuo. There is no default I.D.

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```
Enter Unit ID

Unit Name
```
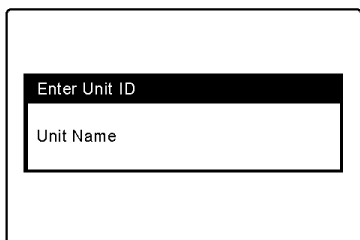
If you want your I.D. to appear on other UbiDuo users' In Range setting when you are within range, you must enter a name for your unit.

Type the name you want to assign your half of the UbiDuo in the Enter Unit ID field and press Enter. You will return to the Main Settings Menu.

NOTE: Remember that you must name the other half of the UbiDuo as well.

I.D. Display

To select I.D. Display, press Tab six times or use the arrow keys to highlight the I.D. Display icon on the Main Settings Menu.

The I.D. Display screen is where you can select to have the UbiDuo Unit I.D. appear at the beginning of every new line of text during a chat session. This would help you, for example, if you were

```
Set ID Display

> <Unit ID>
>
No Prompt
```

planning to have a conversation and you needed to know who said what. If you assign Unit I.D.s to each half of the UbiDuo and set the Unit I.D. to display — the default is to show the Unit I.D.s — you could save the conversation and later review it without confusion.
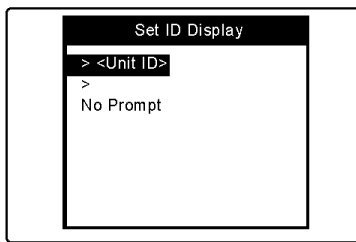
Font

To select Font, press Tab seven times or use the arrow keys to highlight the Font icon on the Main Settings Menu. The Font screen is where you can change the default size of the font so that it will always appear larger or smaller. The default font size is 16 point.

```
Default Font

        Select Default Font

   12 Pnt  16 Pnt  20 Pnt  24Pnt
```
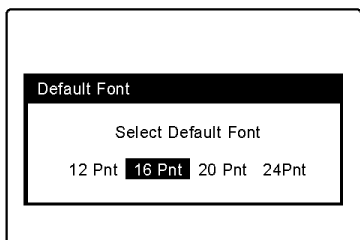
Use the Tab or arrow keys to select the size font you want the text to always appear and press Enter. You will return to the Main Settings Menu. Now, every time you start a chat, the text will be the size you selected until you change it again.

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Settings

To select Settings, press Tab eight times or use the arrow keys to highlight the Settings icon on the Main Settings Menu. This feature will show you all of the settings of this half of the UbiDuo. If you want to see what settings have been changed on the UbiDuo, use this feature so that you don't have to go into each individual screen.

This screen also shows what version of software your UbiDuo is running. As new software is released by sComm and you download it from the website, the Firmware Version at the bottom of the screen will change.

```
Persistent Settings
Unit Id Jason
DCP Unit ID Unit 4.07
Contrast 4
Brightness 5
Backlight On
Key Repeat Rate Slow
Sleep Time 5 Min's
Default Font 16 Pnt
AutoLink Off
ChatPrompt Off
Standard Greeting
```
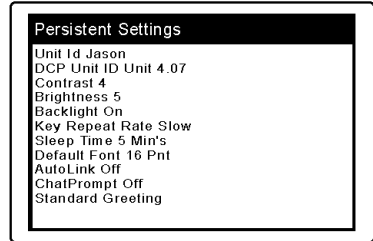
S/W Update (Update Software)

sComm, Inc. is always working to provide people who are deaf or hard of hearing, or those with whom they interact, new ways to communicate effectively and efficiently. As software is developed by sComm, you will be notified at the email address you registered with that it is available for download at the sComm website.

To update software to the UbiDuo, you must first save the software release to your PC by downloading it from the sComm website or from the email in which you received it. These instructions are divided into three parts, because you first start the process on your UbiDuo, then you move the software on your PC, and finally, you end the process on your UbiDuo.

NOTE: You will need a USB cable to download software from a PC to your UbiDuo.

NOTE: Any conversations you have saved will be deleted when you download software to the UbiDuo. Before updating your software, you should transfer your saved conversations to a PC if you do not want them to be deleted.

Part One - UbiDuo

Plug one end of the USB cable to the UbiDuo (the USB port is labeled on the right-hand side of your UbiDuo; see picture below), and plug the other end into your PC.

USB Port

To select the Software (S/W) Update function, press Tab on your UbiDuo nine times or use the arrow keys to highlight the S/W Update icon on the Main Settings Menu and press Enter. The Update Software screen will appear.
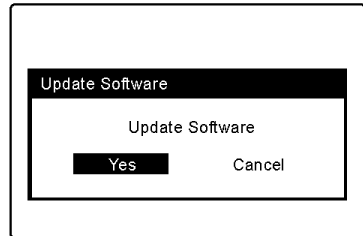
To update the software, press Yes. The next step is shown.
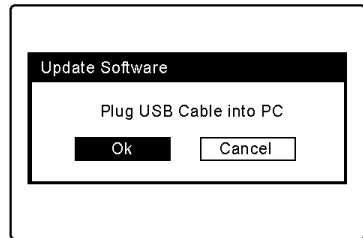
Part Two - PC

On your PC, when you press Enter, it should detect a new device and open an Explorer window.

If your PC does not open a new Explorer window, go to **My Computer** and look for a new **Removable Disk**. In the example below, the PC already had one **Removable Disk(E:)**, the UbiDuo was added as **Removable Disk(F:).**

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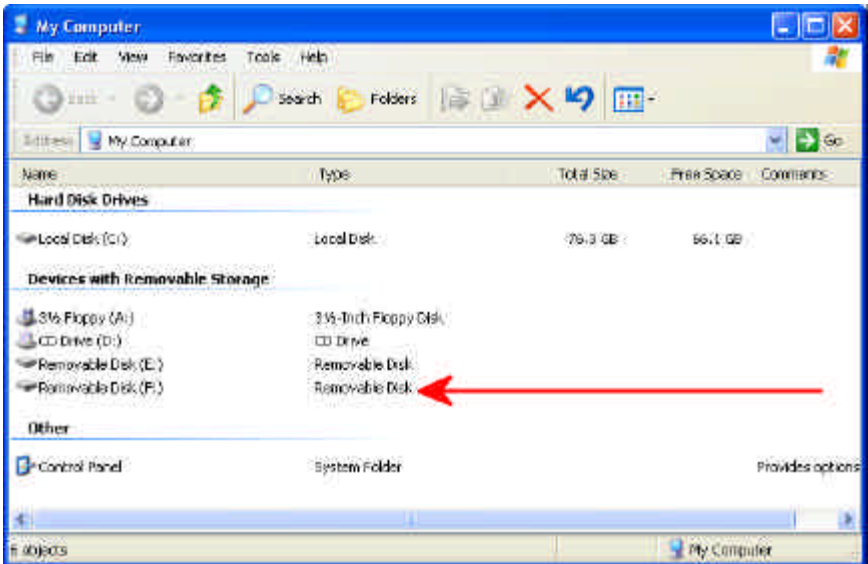
You need to have two Explorer windows open on your PC.

Window #1:
Contains the
new software
file that was
downloaded
from the
sComm
website.
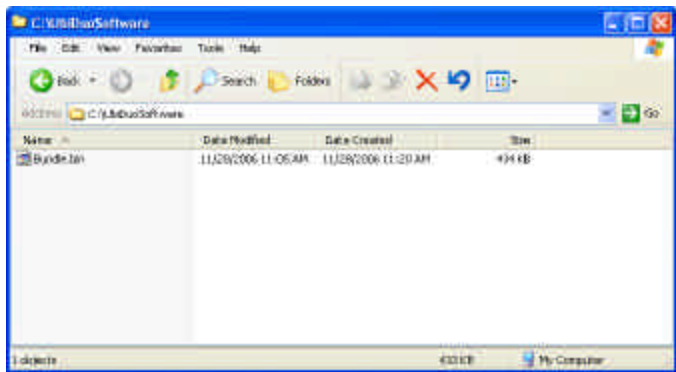
Window #2: Represents the UbiDuo, which, in this example showed up on the PC as **Removable Disk(F:)**.
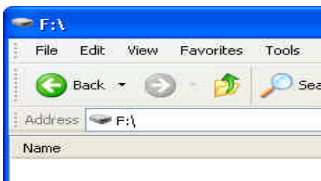
Use the mouse on your computer to drag and drop the new software file from Window #1 to Window #2.

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Part Three - UbiDuo

On your UbiDuo, press OK. The following screen will appear, prompting you to move (copy) the software update file from your PC to the UbiDuo:

```
┌─────────────────────────────────────┐
│  ┌──────────────────────────────┐   │
│  │ Update Software              │   │
│  │                              │   │
│  │      Move File to Ubi        │   │
│  │  ┌────────┐   ┌──────────┐   │   │
│  │  │  Ok    │   │ Cancel   │   │   │
│  │  └────────┘   └──────────┘   │   │
│  │                              │   │
│  └──────────────────────────────┘   │
└─────────────────────────────────────┘
```

Press OK **after** you have used the mouse on your PC to copy the file from your PC to the UbiDuo (**Removable Disk(F:)** in this example).

The UbiDuo will now check to confirm that the file copied from your PC is the correct file type. If the file copied from your PC is approved, the UbiDuo will prompt you to update the software and will list the name of the software update file.

```
┌──────────────────────────────────┐
│ Update Software                  │
│                                  │
│   Update Ubi?  BUNDLE.BIN        │
│  ┌────────┐   ┌──────────┐       │
│  │  Ok    │   │ Cancel   │       │
│  └────────┘   └──────────┘       │
└──────────────────────────────────┘
```

After you press Enter, the UbiDuo will post a series of windows informing you of progress of the software update.

The last message window on the UbiDuo will tell you that the software update was successful and that the unit will power off, as shown below.

```
┌──────────────────────────────────┐
│ Update Software                  │
│                                  │
│   Software Update Successful     │
│      Ubi will Power Off          │
│                                  │
└──────────────────────────────────┘
```
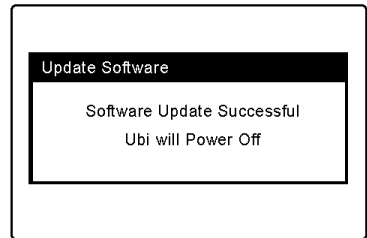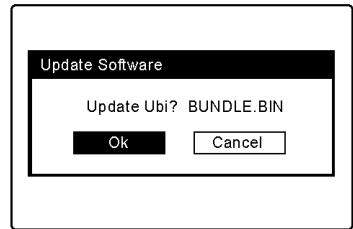
NOTE: Unplug the USB cable from the UbiDuo before powering it back up.

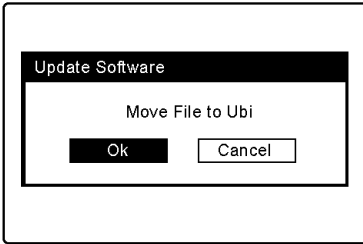**NOTE:** You must download software to each half of the UbiDuo.

Saved Conversations

Once you have saved a conversation, for example, at the doctor's office or at a bank, you can view it on the UbiDuo or you can download it to a computer.

NOTE: When you select the Saved icon and press Enter and there are no saved conversations, the screen will remain at the Main Menu.

```
┌──────────────────────────────────┐
│ ⌨▮▯▯        Log Files        ◄─┐ │
│  ┌────────────┐                  │
│  │ TEST1.TXT  │                  │
│  └────────────┘                  │
│    TEST2.TXT                     │
│    TEST3.TXT                     │
│    TEST4.TXT                     │
│    TEST5.TXT                     │
│    TEST6.TXT                     │
│    TEST7.TXT                     │
│    TEST8.TXT                     │
└──────────────────────────────────┘
```
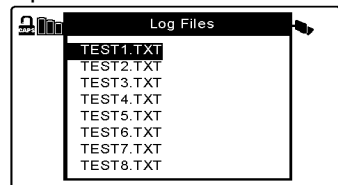
Viewing Saved Conversations
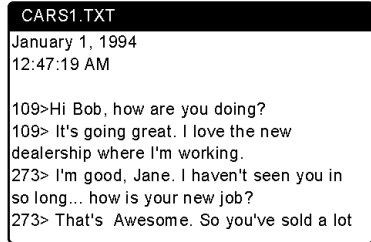
When you save a conversation, you can only read it on the half of the UbiDuo you used during the conversation. At the Main Menu, use the Tab key or arrow keys to highlight the Saved icon in the lower right-hand corner, and press Enter. This will open up the Log Files screen with a list of the conversations you have saved.

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 does not fully run out of power. If you are using the UbiDuo without plugging it

```
CARS1.TXT
January 1, 1994
12:47:19 AM

109>Hi Bob, how are you doing?
109> It's going great. I love the new
dealership where I'm working.
273> I'm good, Jane. I haven't seen you in
so long... how is your new job?
273> That's  Awesome. So you've sold a lot
```

in, and the battery dies, your saved conversations will be lost. You must keep the battery charged even a little bit to keep your conversations.

NOTE: Conversations are limited to 20 KB in size. If you try to save a conversation larger than 20 KB, the UbiDuo will save only the first 20 KB of data. The rest will be lost. There is no error message on the UbiDuo to warn you about your file size; however, when you download a conversation file larger than 20 KB to a PC and try to access it, you will receive the following error message:

"Cannot open the E:\LOG\file_name.TXT file. Make sure a disk is in the drive you specified."

Although you can save conversations 20 KB in size, you can only view 10 KB of that conversation on the UbiDuo. To view the full conversation, you must download the conversation to a PC and view it there.

Downloading a Saved Conversation to a Computer

To prevent your conversations from being lost if your UbiDuo runs out of battery power, you must download it to a computer. Turn on the half of the UbiDuo with the conversation you want to download. Connect one end of the USB cable to the USB port on the computer and the other to the USB port on the UbiDuo (shown in the Update Software section).
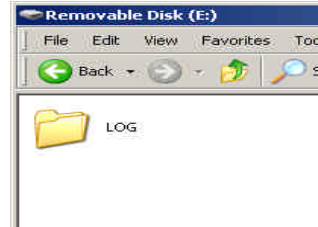
The computer recognizes the UbiDuo as the E: drive (Removable Disk). If the E: drive window does not automatically pop up when you plug in the UbiDuo, go to the Start button in the bottom left-hand corner, and click it. Select My Computer from the menu. When you open that window, you should see the E: drive. Double-click on the E: icon to open the drive. You should see a Log file in the dialog box, as shown.

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

NOTE: The UbiDuo must be on for the computer to recognize it and the saved files.

Deleting a Saved Conversation

If you want to delete a conversation that you have saved on your UbiDuo, use the Tab or arrow keys to highlight the Saved icon on the Main Menu, and press Enter. The list of conversations you have saved will apear. Tab or use the arrow keys to select the conversation you wish to delete, and press the Delete key (Del). The Confirm File Delete box will appear. Press Enter to delete the conversation. Tab to No and press Enter to cancel the delete.

NOTE: The conversation will show in the list until you shut down the UbiDuo. When you turn it back on, the conversation will be gone.

Function Keys

Function key settings are like shortcuts. You use the function keys, or F keys across the top of the UbiDuo keyboard, either by themselves or with another key to perform different tasks. On the UbiDuo, the function keys

are set up to show emoticons, as previously discussed in this manual. There are three other key combinations used with the function keys: the Shift key, the Control (Ctrl) key, and the Alt key.

Shift + F Keys

Press either Shift key and the desired function key at the same time to perform the following tasks:

<Shift> Function Help	
<Shift>F1	Show Shift function key definitions. *This action is available in any mode.*
<Shift>F2	Show or hide the chat toolbar on the Split Screen. *This action is only available when you are chatting.*
<Shift>F3	View all potential chat partners (units, wireless connections) in range. *This action is available in any mode.*
<Shift>F4	Return to Home screen/Main Menu. *This action is only available when you are chatting.*
<Shift>F5	Change your font sizes. *This action is only available when you are chatting, and you can only change the font on the half of the UbiDuo you are using.*
<Shift>F6	End an active chat session. *Your conversation is not affectedwhen you end the chat.This will allow you to save the conversation after a chat session has ended.This key is only active when you are chatting and only ends the conversation on your half of the UbiDuo.*
<Shift>F7	Clear the Split Screen. *This action clears the conversation from the Split Screen but does not close the chat session. This is only active when you are chatting, and it only clears the screen on your half of the UbiDuo.*
<Shift>F8	View or set the Unit's ID. *This action is available in any mode.*
<Shift>F9	View or set the Unit's Designated Chat Partner. *This action is available in any mode.*

\<Shift\>F10	Turn the Auto-Link feature on or off. *This action is available in any mode.*
\<Shift\>F11	Access the Dial Out Mode to make a phonecall. *This action is available in any mode.*
\<Shift\>F12	*There is no functionality assigned to this action.*

Alt + F Keys

Press either Alt key and the desired function key at the same time to perform the following tasks:

\<Alt\> Function Key Help	
\<Alt\>F1	Show Alt function key definitions. *This action is available in any mode.*
\<Alt\>F2	*There is no functionality assigned to this action.*
\<Alt\>F3	*There is no functionality assigned to this action.*
\<Alt\>F4	*There is no functionality assigned to this action.*
\<Alt\>F5	Change the screen to show either - Black text on white background - White text on black background *This action is availabe in any mode.*
\<Alt\>F6	Set the keyboard Key Repeat Rate. To learn more about the Key Repeat Rate, see the Features for People with Low Vision section. *This action is only available when you are chatting, and you can only change the Key Repeat Rate on the half of the UbiDuo you are using.*
\<Alt\>F7	*There is no functionality assigned to this action.*
\<Alt\>F8	*There is no functionality assigned to this action.*

`<Alt>F9`	*There is no functionality assigned to this action.*
`<Alt>F10`	`Hang up the phone line.` *This action is only available when using the phone line connection.*
`<Alt>F11`	`Set the standard greeting for use in a professional setting.` *If you are using the UbiDuo in an office, hotel, government office, etc., where you want to automatically start the conversation, use this greeting. For example, press <Alt>F11 and type "Welcome to Dr. Smith's office. May I help you?"*
`<Alt>F12`	`Set the standard greeting for use in a social setting.` *If you are using the UbiDuo in a social setting like a party, use this greeting. For example, press <Alt>F12 and type "Hi, I'm Bob. We can talk on my UbiDuo."*

Ctrl + F Keys

Press either control (Ctrl) key and the desired function key at the same time to perform the following tasks:

<Ctrl> Function Key Help	
`<Ctrl>F1`	`Show Ctrl function key definitions.` *This action is availabe in any mode.*
`<Ctrl>F2`	`Show or hide the Chat Toolbar on the other half of the UbiDuo (the remote DCP).` *Your own toolbar on your half of the UbiDuo will not be affected when you use <Ctrl>F2. This action is only available when you are chatting.*
`<Ctrl>F3`	`Save the chat log file.` *This action is only available when you are chatting.*
`<Ctrl>F4`	`Access the Settings Main Menu.` *Go to Setting window containing all the settings icons. This key active in any mode.*
`<Ctrl>F5`	`Change the font sizes on the other half of the UbiDuo (the remote DCP).` *This will not affect the size of the font on your half of the UbiDuo. This action is only available when you are chatting.*
`<Ctrl>F6`	`End the active chat session on the other half of the UbiDuo (the remote DCP).` *This action is available only when you are chatting. The*

	conversation on the screen will not disappear. You are just ending the connection with the other half.
`<Ctrl>F7`	Clear screen on the other half of the UbiDuo (the remote DCP). *This action is available only when you are chatting. The conversation will remain on your half of the UbiDuo. This lets you start a new conversation with another person without shutting down the chat session and starting a new one.*
`<Ctrl>F8`	Set chat prompt = No Prompt *This action is only available when you are chatting.*
`<Ctrl>F9`	Set chat prompt = ">" *This action is only available when you are chatting.*
`<Ctrl>F10`	Set chat prompt = "UNIT ID >" *This action is only available when you are chatting.*
`<Ctrl>F11`	Enter the standard professional greeting into the conversation. *This action is only available when you are chatting. If you are starting a new conversation with someone in a professional setting, press <Ctrl>F11 to begin the chat with the professional greeting you saved.*
`<Ctrl>F12`	Enter the standard social greeting into the conversation. *This action is only available when you are chatting. If you are starting a new conversation with someone in a social setting, press <Ctrl>F12 to begin the chat with the social greeting you saved.*

Features for People with Low Vision

There are several features included in the UbiDuo to help people with low vision and hearing loss communicate with others.

Reverse Video

Press <Alt>F5 to turn the reverse video on or off. When you change the UbiDuo display to reverse video, the screen background is black and the text is white. All of the function key menus, error messages, and the toolbar will change until you turn off the reverse video. You can change the display to reverse video from any screen; you do not need to be in a chat session to change the display to reverse video.

Backlight

The default for the backlight is on. To turn the backlight on or off without changing the default, press the End key in the upper right-hand corner of the keyboard. To change the default so that the backlight is always off, from the Main Menu, go to the Settings screen, and select the Backlight icon.

Brightness

Increasing or decreasing the brightness can sometimes improve readability. From the Main Menu, go to the Settings screen and select the Brightness icon to adjust the brighness. This feature works when the reverse video is on, too.

Contrast

Changing the contrast between the background and the text can sometimes improve readability. From the Main Menu, go to the Settings screen to adjust the contrast. This feature works when the reverse video is on, too.

Font

Increase the font size from 12 point up to 24 point font to improve readability. When you change the font size, the function key menus and the error messages will get larger or smaller; however, the toolbar in the Split Screen will not change size. From the Main Menu, go to the Settings screen to change the default font (it's set to 12 point). From the Split Screen chat session, use <Shift>F5 to change the font size on your half of the UbiDuo when you are chatting.

Key Repeat Rate

The key repeat rate refers to how quickly or slowly text appears on the Split Screen when you are chatting. Slowing the appearance of the text may improve readability. To adjust the key repeat rate, you must be in a Split Screen chat session. Use <Alt>F6 to open the Default Key Repeat menu, and use the arrow or tab keys to select Fast, Med (medium), Slow, or Off. Press Enter to change the rate.

Turning off the UbiDuo

To power down the UbiDuo, press the Power (PWR) button on the right-hand side of each unit for at least 3 seconds. A message saying Powering Down Unit Powering Down will appear, and then the screen will go blank.

Power button

Charging the Batteries

You will need to charge the batteries as soon as you unpack your UbiDuo from the box. Otherwise you will have to connect the UbiDuo power cords to each half and plug them into the wall. Batteries will be fully charged in 10 hours. Plug each wall charger into the wall charger port (DC IN) on the far end of the right-hand side of each unit, and plug the other end of each cord into a wall outlet. After you have fully charged the unit (10 hours), use the UbiDuo until the batteries **completely** run down. Then recharge the UbiDuo for another 10 hours. Taking these steps will calibrate the battery indicator properly.

NOTE: You should fully recharge the batteries at least one time a week.

The UbiDuo's battery will last for 6 hours with the backlight on; the battery will last about 10 hours with the backlight off during use.

When you are using the UbiDuo on battery power, this is the message you will receive when the battery starts to run down.

You can plug in the UbiDuos to recharge the batteries every night, even if the battery does not completely run out of power. Any time the UbiDuo is plugged into the wall, the battery will recharge, even when you are using it to chat or to make or receive a telephone call.

Troubleshooting

Before contacting sComm Support, review this list of problems to see whether the issue you are experiencing is listed below. Follow the steps in the Solution section.

Problem	Solution
UbiDuo will not power ON	1) Plug the UbiDuo AC power cord into the "DC IN" port. 2) Look to see whether a yellow or a green light is visible in either the B1 or B2 location. 3) Wait for at least 2 minutes before pressing the Power button. 4) Push and HOLD the power button for three seconds. The UbiDuo should power up when the button is released.
UbiDuo freezes up	Insert the end of a paper clip, safety pin, or other small, thin object into the reboot port on the side of the UbiDuo.
Auto-Link icon does not appear, cannot start chat session with other half of UbiDuo	Power down both halves of the UbiDuo as described in the Turning off the UbiDuo section, and then restart the UbiDuo. If the Auto-Link icon does not appear with the seatbelt buckled, repeat this action until the icon does appear. If the icon does not appear, the wireless capability has been damaged. Please call the Support line.

Customer Assistance

If you have reviewed the Troubleshooting section of this guide, and you are still experiencing problems with your UbiDuo, contact sComm Support by calling us at any of the numbers below.

Toll free
866-505-7008 (voice) or 866-505-7001 (TTY/Sorenson videophone)

In the Kansas City area
816-350-7008 (voice) or 816-350-7001 (TTY/Sorenson videophone)

Representatives are available between 8 a.m. and 5 p.m. Central time. Or you can email us with your question or issue at support@scommonline.com. You can also contact sComm using any videophone service by using vp.scommonline.com in place of the IP address.

Ordering Accessories

Bag

Carry your UbiDuo in comfort and style with this custom-made carrying case. Padded handles protect your hands, or use the convenient shoulder strap to take your UbiDuo wherever you want to go. The unique case is designed to unzip and lie flat with the UbiDuo still in it. That way, you don't even have to take the UbiDuo out of the case if you are in a hurry. A smaller bag holds the power cords and attaches to the slightly padded case. The easily recognizable UbiDuo logo is stitched to one side of the bag.
Cost: $49.99 + tax

Warranty information

LIMITED WARRANTY FOR UBIDUO MODEL 200A HARDWARE AND ACCESSORIES ACQUIRED IN THE USA AND CANADA.

- sComm Inc. warrants and guarantees that the UbiDuo Model 200A 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 Model 200A will meet and conform to all US and Canadian Government regulations, including FCC Regulations, for the manufacture, sale, and use of the UbiDuo as an electrical device.

- The UbiDuo Model 200A shall be free of visible defects and scratches or dents that are visible in normal daylight room lighting conditions. The UbiDuos shall be clean and free from grease or grime or discoloration. Should a UbiDuo Model 200A have any of the above listed cosmetic defects, sComm will remedy of provide a replacement UbiDuo.

- The UbiDuo Model 200A 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 within the warranty period and is found upon inspection to be defective 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 purchase price. If inspection by sComm does not disclose any defect in sComm's workmanship or material, then sComm's regular service charges will apply.

- The forgoing warranty shall apply provided that no repairs, substitutions, modifications, or additions have been made to the UbiDuo Model 200A except by sComm and provided that after delivery to Customer the equipment has not 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 Customer during sComm's normal business hours (8:00 A.M. to 5:00 P.M.), 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 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 a claim. This is the maximum amount for which we are responsible.

LIMITED WARRANTY FOR UBIDUO MODEL 200A 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 to sComm). This Limited Warranty is void if failure of the Software has resulted from accident, abuse, misapplication, abnormal use or a virus. Any replacement Software will be warranted for the remainder of the original warranty period or 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 1-866-505-7008or through our website at www.scommonline.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 IS 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 of 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 The 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.