

# Accent™ 800/800-D



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## Hardware Manual

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Prentke Romich Company



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## ELECTRONIC INTERFERENCE INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Warning!** Changes or modifications to this product which are not authorized by Prentke Romich Company could exceed FCC limits and negate your authority to use this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. You can determine whether this product is causing interference in your radio or television by turning this product off. If the interference stops, it was probably caused by this product or one of its accessories. You can attempt to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move this product to one side or the other of the television or radio.
- Move this product farther away from the television or radio.
- Plug this product into an outlet that is on a different circuit from the television or radio; that is, this product should be controlled by different circuit breakers/fuses from the television or radio.
- If necessary, contact a Prentke Romich Company service technician for assistance.

## Bluetooth Adapter

These devices comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) these devices may not cause harmful interference, and (2) these devices must accept any interference received, including interference that may cause undesired operation. The Bluetooth device contains FCC-ID POOWML-C40. Bluetooth QD ID B013848

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations. Cet appareil numérique de la classe B respect toutes les exigences du Règlement sur le matériel brouilleur du Canada.

**CE ENVIRONMENTAL INFORMATION:** Use: 0° - 45° C; Storage: (-20°) - 50° C; 95% maximum relative humidity @ ambient temperatures less than 40° C.



**Attention! Consult accompanying documents.** This device not intended to be an emergency call device or sole communication aid.



## Warnings!

- When operating this device in a medical environment, do not use with any product that is not medically approved. Follow all rules for appropriate cell phone and wireless device use.
- Any mounts used should be fitted by a qualified person. Failure to install the mounting system according to the manufacturer's instructions may result in an injury to the user.

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# Contents

Acknowledgements .....	2
End User Licensing Agreement .....	3
<b>Introduction .....</b>	<b>7</b>
<b>Front View .....</b>	<b>7</b>
<b>Back View .....</b>	<b>8</b>
<b>Side View .....</b>	<b>8</b>
<b>Overview of Device Features .....</b>	<b>9</b>
Power Button .....	9
Tools Key .....	9
Battery Charge Indicator .....	9
Touch Screen .....	9
Cameras .....	9
USB Port .....	9
Mini USB Port for Wired Computer Access .....	10
HDMI Port .....	10
Switch Jacks A and B .....	10
Headphone Jack .....	10
Microphone .....	10
<b>Using the Touch Screen .....</b>	<b>10</b>
<b>Installing the Wheelchair Mounting Plate .....</b>	<b>11</b>
<b>Carry Handle and Wire Stand Options .....</b>	<b>12</b>
Option 1: Carry Handle plus Wire Stand .....	12
Option 2: Non-Adjustable Handle .....	12
Option 3: Four-Position Handle Stand .....	13
<b>Attaching the Carry Strap .....</b>	<b>14</b>
<b>Charging the Batteries .....</b>	<b>16</b>
<b>Connecting to a Computer .....</b>	<b>17</b>
Using the PRC Bluetooth Wireless Adapter .....	17
Using the Mini-USB Cable .....	18
<b>Setting Up Infrared (IR) for Remote Controls .....</b>	<b>19</b>
Adding a Device .....	19
Modifying a Device .....	20
Sending IR Signals to an Appliance .....	20
<b>Setting Up a Wireless Internet Connection .....</b>	<b>21</b>

<b>Using the HDMI Port .....</b>	<b>23</b>
Connecting Your Accent and a Monitor.....	23
If your Monitor does not have Speakers .....	23
Displaying Different Images on your Device and Monitor.....	24
<b>Managing Power Settings .....</b>	<b>25</b>
Using the Maintenance Menu Power Options .....	25
Shutting Down the Accent using Windows.....	26
Waking Up the Accent .....	26
Performing a Full Shutdown .....	26
<b>Updating NuVoice .....</b>	<b>27</b>
Updating via the Internet .....	27
Updating via USB Flash Drive.....	27
<b>Storing Your Device.....</b>	<b>28</b>
<b>Disposing of the Device or Battery .....</b>	<b>28</b>
<b>Cleaning and Disinfecting.....</b>	<b>29</b>
Routine Cleaning and Disinfecting .....	29
Disinfecting a Device and Accessories for Use by Multiple Clients.....	30
<b>Troubleshooting.....</b>	<b>31</b>
Battery Troubleshooting.....	31
General Troubleshooting .....	31
NuVoice Troubleshooting .....	32
Restoring Windows.....	34
Activating Your Copy of Windows .....	36

# Introduction

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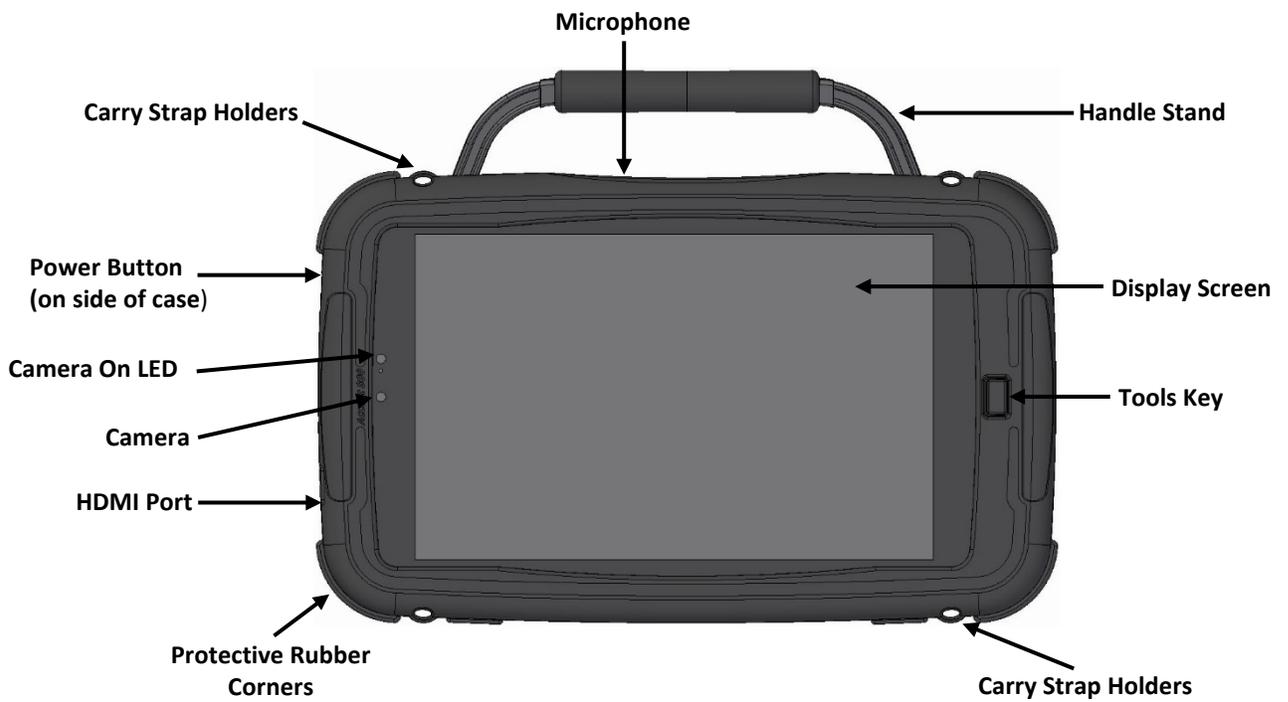
Accent™ 800 and 800-D are speech-generating devices that offer user-friendly features to make speaking fast and easy for individuals with severe speech impairments. This manual describes how to use and maintain your device.

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

[www.prentrom.com](http://www.prentrom.com).

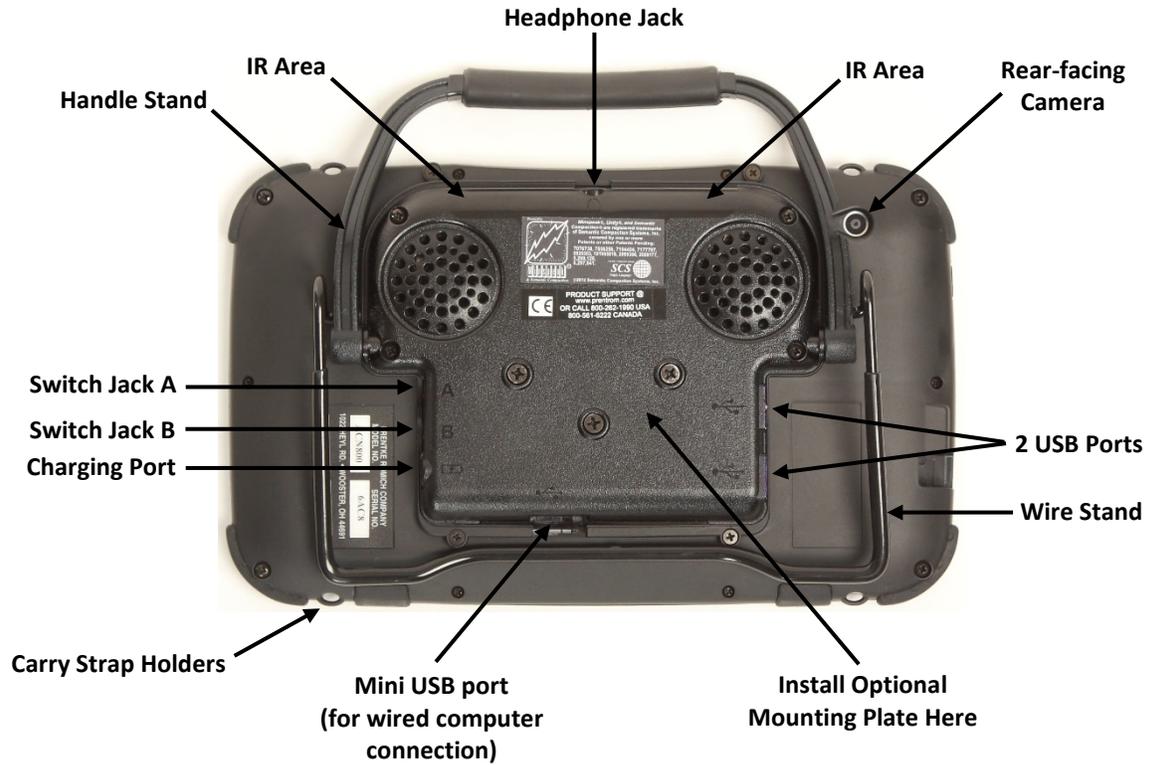
## Front View

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# Back View

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# Side View

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# Overview of Device Features

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## Power Button

When you press the power button, the indicator lights will illuminate and the device will open to NuVoice. For information on setting up and using power options, see “Managing Power Settings” on page 25.

## Tools Key



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

## Battery Charge Indicator

The battery charging indicator is only visible when the battery charger is plugged in. While the battery is charging, the indicator is red. When the battery is full, the indicator is blue. If your batteries are dangerously low, the indicator will flash red.

## Touch Screen

➤ **Do not use sharp, pointed objects on the touch screen.** The touch screen is designed to be used with your finger or the stylus that came with your device. This stylus is made specifically for a **capacitive** touch screen. Anything else will harm your touch screen and may cause your device to stop working. For information on using and maintaining the touch screen, see “Using the Touch Screen” on page 10.

## Cameras

Your device includes front- and rear-facing cameras. The cameras can be used with Skype™, Windows® Movie Maker, etc. Follow the directions that came with the camera application you are using. To use the cameras to add scenes, icons, etc. to your vocabulary, use the Camera Menu in the NuVoice Toolbox.

➤ When either the front- or rear-facing camera is in use, a small LED next to the lens will light to remind you the camera is open.

## USB Port

Plug a USB flash drive in here. Flash drives can be used for storage and transfer of files. A USB flash drive was included in your device shipping box.

## Mini USB Port for Wired Computer Access

Use this port to connect your device to a computer with a mini-USB cable.

## HDMI Port

Use this port to connect to an HDMI monitor or TV. For details, see “Using the HDMI Port” on page 23.

## Switch Jacks A and B

If you use a switch or switches for access to your device, plug them into these jacks. To use a joystick, you will need a Y-adapter.

➤ If you have a joystick plugged in and it does not respond normally, reverse the way it is plugged in (plug switch A into jack B, switch B into jack A).

## Headphone Jack

Use the headphone jack to plug in your headphones.

## Microphone

This is a very small hole on the top of the device case.

# Using the Touch Screen

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Do not use sharp, pointed objects on the touch screen. The touch screen scratches easily and can become permanently damaged. The touch screen is designed to be used with a finger or stylus.

### Using a Stylus or Headstick

If you use a stylus or headstick, it must be made specifically for a **capacitive** touch screen. Use of any other object will harm the touch screen and may cause the device to stop working.

PRC offers a stylus bundle (6) in the PRC e-store at [www.prentrom.com/store](http://www.prentrom.com/store)

### Cleaning the Touch Screen

If the touch screen gets wet from rain, saliva, condensation, etc., clean and wipe it dry immediately. For information on cleaning the touch screen, see “Cleaning and Disinfecting” on page 29.



The touch screen is a liquid crystal display (LCD). Should the display break (unlikely except in extreme circumstances) and you come into contact with the liquid crystal, wash and rinse your skin thoroughly. Be careful to avoid splintered glass. If you chip or crack the screen, call the PRC Service Department at 800-262-1990 immediately for a replacement. A small chip or crack can get worse over time and pose risk of injury to the user.

# Installing the Wheelchair Mounting Plate

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



Place the device face down on a flat surface. Be careful not to scratch the display.

Remove the three screws from the mounting plate area of your device. Keep these screws in a safe place in case you need to use them again.



Place the mounting plate over the three holes. Attach the mounting plate using the screws that came in the bag with the plate.

# Carry Handle and Wire Stand Options

*Note:* Your device may look slightly different from the device shown in the pictures. You will need a Phillips screwdriver.

## Option 1: Carry Handle plus Wire Stand

The device is shipped with the handle in the carrying position and the two-position wire stand attached. Many customers prefer this option because it provides a carry handle and a stand that can be moved with one hand.



The handle can also be used as a stand and moved to various positions. Moving the handle is described in Option 3.

## Option 2: Non-Adjustable Handle

If you prefer to “lock” the handle even more securely in the carry handle position, you can follow the instructions below for installing the two (2) cup washers provided.

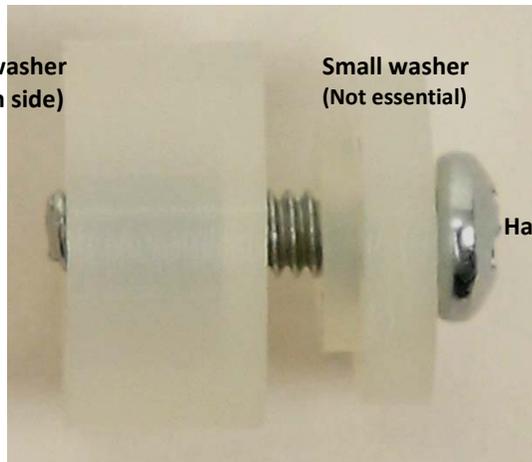


**Remove the screw and washer from both sides of the handle**

**Cup washer  
(open side)**

**Small washer  
(Not essential)**

**Handle Stand  
screw**



**Slide the cup washer over the screw, insert in the handle, and tighten the screw**

### Option 3: Four-Position Handle Stand

The handle also offers the option to be used as a four-position handle-stand combination. This configuration requires removing the wire stand and cup washers, if installed. The handle requires two hands to operate, as described below.



Depending on how firmly the wire stand is installed, it may require the use of a tool such as a screwdriver to help pry the wire stand from the holes.

➡ If you have installed the cup washers in Option 2, you will need to remove them to allow the handle stand to be adjusted.

#### To Change the Handle Stand Position

Place the device face down. Pull both legs of the handle stand out from the case and rotate the handle stand up or down a notch at a time until you reach the position you want. Release the stand and firmly push the legs back into the case to stop it from moving.

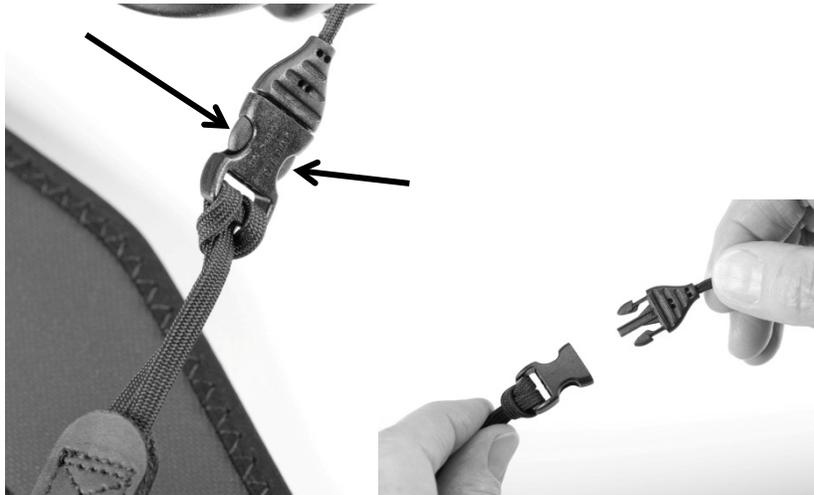
➡ Trying to adjust the handle stand without pulling the handle out as shown below may damage the handle and post mechanism.



# Attaching the Carry Strap

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At the end of each side of the strap there is a loop connector and, on the strap side, a quick-release connector. Detach the loop connector from the strap by pressing in on the sides of the quick-release connector.



Thread the loop through the carry strap holder. Then thread the connector through the loop and pull it securely to the strap holder post.



Insert the loop connector into the strap connector until the two pieces click and hold together.



Repeat these directions to connect the other end of the strap to the device.

# Charging the Batteries

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Charging dangerously low or dead batteries to fully charged will take about 4 hours.

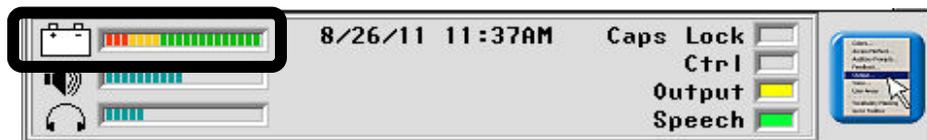
**⚠ Always use the battery charger that came with your device. Any other charger may damage your batteries.**

When your batteries need to be charged, a warning will be displayed on the screen telling you to plug in your charger. You will also hear a low-battery warning. Plug in the small end of the charger cable. Plug the larger end into a wall outlet.

How long the batteries last depends on how you are using your device. You may find that you can get about 4-6 hours of use from one charge, or you may discover that you use the device so heavily that you only get 2 hours from a charge. Spend some time using your device every day in different ways to learn how much battery life you will get from a single charge.

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

➡ The status area on your display and the Battery menu in the Maintenance Menu are places to check for battery information.



Status area on your display when device is turned on

➡ When the charger is plugged in and charging, a small LED in the power button will glow amber. When charging is finished the LED will glow blue.

# Connecting to a Computer

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You can connect your Accent to a computer with a PRC Bluetooth wireless adapter or a mini-USB cable. The mini-USB cable comes with your device.

## Using the PRC Bluetooth Wireless Adapter

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



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

You can only use one Bluetooth device at a time with your device. If you are using a Bluetooth switch and want to connect to an external computer, you must unpair your switch and pair with the wireless adapter instead.

### Before You Plug In the Adapter

Notice that the wireless adapter has a PRC label on one side and a label with a white circle and an arrow pointing down on the other. The circle label covers a small switch called the "pair button".

You will need to press this white circle during the setup process. Depending on where the USB ports are on your computer, it may be difficult to reach the circle and also reach your device. You may want to ask someone to help you.

1. Plug the Bluetooth wireless adapter into the USB port on your computer. Remember where the white circle is on the adapter. The LED on the adapter may flash for a moment when you plug it in.
2. Make sure your device is turned on.
3. Select the **Tools** key on front of the case or select the **Tools** key to the right of the text display area.
4. Select the **Toolbox** key
5. In the Toolbox, select **Output Menu**.
6. Set Output to **On**.
7. Set Output Destination to **External**.

8. Set Output Method to **Bluetooth**.
  9. You will see a yellow box telling you to press the Pair button on the adapter. Press the **white circle** label on the Bluetooth adapter.
  10. The LED on the adapter will begin to blink. When you see a solid light, the adapter has paired with your device and computer. This can take up to 20-30 seconds. In the status box in the Output menu you will see "Paired, Connected".
  11. Exit the Output menu and go to your spelling keyboard.
  12. Open a Word document or an application on your computer that you can type into.
  13. Begin typing on your spelling keyboard. Your information should appear on your computer screen.
- ☞ Once the adapter is paired with your computer, it should always be paired. You can remove it from your computer. The next time you plug it in, the LED should light and it should be ready to go as long as the Output menu is set correctly.
- ☞ The Bluetooth adapter has a wide range. Your communication device and the adapter do not have to "see" each other to work.
- ☞ The **Paired Devices** option in the Output menu allows you to see and re-connect to any Bluetooth devices you have been paired with. **Disconnect** allows you to disconnect from your current Bluetooth device.

## Using the Mini-USB Cable

If you do not have the wireless adapter, you can connect your device to a computer by using the mini-USB cable that came with the device.

### Connect the Cable

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

### On Your Device

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

## Setting Up Infrared (IR) for Remote Controls

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

You can teach infrared signals for almost any appliance you own that has a remote control. If you want to teach a remote control signal to your device, point your remote control at the IR area.

If you want to send an IR signal from your device, make sure the IR area is facing in the general direction of the appliance you want to send the signal to.

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

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

### Adding a Device

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

## Modifying a Device

1. Use the Up/Down arrows to select the appropriate device. When the appropriate device is found, tap the button for the desired function and follow the instructions on the display.
2. Select **Modify Selected Device**.
3. Select the function to be changed and follow the instructions on the display.
4. When instructed, point the appliance's remote control at the top of the Accent and press the appropriate function button on the remote (e.g., power).
  - When teaching the device a new signal or re-learning a signal, make sure the remote is pointed directly at the IR Learning Receiver on the left side of the headphone jack.
5. The Accent will beep when it receives the signal.
6. Select **Test Signal** to confirm that the signal functions properly.
  - The Re-Learn All Signals option allows each signal for an appliance to be re-learned without re-entering the menu each time.

## Sending IR Signals to an Appliance

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

# Setting Up a Wireless Internet Connection

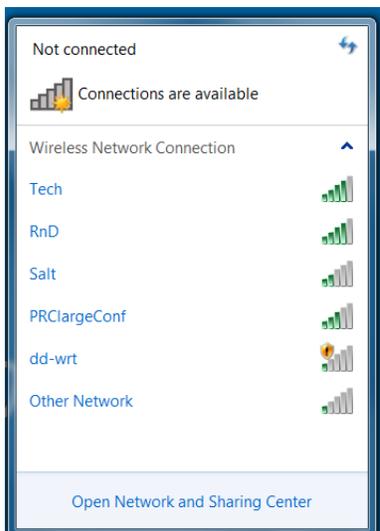
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You can set up your device for a wireless Internet connection. You must have access to a local Wi-Fi network. In the Accent, Wi-Fi and Bluetooth are always turned on.

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

➤ If you have, and can use, a USB mouse, you can plug it into your device and use it to select icons on your desktop.

1. Turn your device on.
2. Select the **Tools** key on the right side of the front of the case or select the **Tools** key to the right of the text display area.
3. Select the **Toolbox** key from the Tools menu.
4. Select **Maintenance Menu** from the Toolbox.
5. Select **Hardware Diagnostics**.
6. Select **Network Setup**.
7. From the Network screen, select the **Connect or disconnect** link.
8. You will see a list of available networks to connect to and their signal strength. If you are at home, your home network should be visible. If you are at school or work, you will probably see more networks to choose from.



9. Select the network you want to connect to.



10. Select **Connect**.

11. Follow the directions on your display.

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

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

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

# Using the HDMI Port

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You can connect your Accent to a computer monitor or a TV with an HDMI cable. This allows you to see your device display on a larger screen. You can also set the monitor to display something different from your device display.

## ***Important Note:***

PRC has tested and recommends that you use the following HDMI cable with your Accent: **Part# 17093**. You can purchase this cable from PRC by calling the Sales Department (800-262-1933), or you can go to [www.prentrom.com](http://www.prentrom.com), select Accent 800, and select Accessories.

Not all HDMI cables perform the same way. If you prefer to search online for a cable, we highly recommend that you match the following specifications: **34AWG Standard Speed HDMI Cable with Ferrite Core-HDMI Micro Connector male to HDMI Connector male**.

## **Connecting Your Accent and a Monitor**

1. Plug the small end of the HDMI cable into the HDMI port on your Accent.
2. Plug the larger end of the HDMI cable into an available HDMI port on your monitor or TV.

The HDMI cable transfers both audio and video. It will turn the speech off on your Accent automatically and use your monitor or TV speakers to transmit sound.

## **If your Monitor does not have Speakers**

You can turn the sound back on in your device.

1. Select the **Tools** key on front of the case (right side) or select the **Tools** key to the right of the text display area.
2. Select the **Hide/Show NuVoice** key from the menu that appears.
3. Pull out the Windows **Charms** menu from the right side of your display.
4. Select **Settings**.
5. Select **Control Panel**.
6. Select **Hardware and Sound**.
7. Select **Speakers** to highlight it.
8. Select **Set Default**.
9. Select **OK** and close the menu. Your device should now speak.

## Displaying Different Images on your Device and Monitor

When you first plug in an HDMI cable, the monitor defaults to displaying whatever is currently being displayed on your device. You can set the system to display different images on your device and your monitor. For example, you could have your MAP showing on the large monitor and the Windows Desktop showing on your device display. If you plug a USB mouse into the USB port on your device, you can use it with both your monitor and your device.

1. Select the **Tools** key on front of the case (right side) or select the **Tools** key to the right of the text display area.
2. Select **the Hide/Show NuVoice** key from the menu that appears.
3. Pull out the Windows **Charms** menu from the right side of your display.
4. Select **Settings**.
5. Select **Control Panel**.
6. Select **Hardware and Sound**.
7. Select **Display**.
8. Select **Project to a Second Screen**. (The default is **Duplicate**.)
9. Select **Extend**.
10. Close the menu.

When you plug in a USB mouse, it will travel between the two screens depending on which one you are using.

# Managing Power Settings

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

## Using the Maintenance Menu Power Options

### I/O Function

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

**Sleep** When you select Sleep, your device will go to sleep when you press the power button. Press the button again to turn your device back on. In this mode your device will come back up more quickly than after a shutdown. This also returns you to where you were before it went to sleep. Sleep is the default setting.

**Shutdown** When you select Shutdown, your device will shut down completely. In this state, your device uses almost no energy. It also will take your device longer to come back up when you turn it back on.

**Disable** When you select Disable, the power button is disabled. If you select this option, once you turn your device on, it will not turn off again. This option does **not** conserve battery energy.

### Shutdown

If you have set your I/O Function to **Sleep** or **Disable**, the Shutdown key allows you to completely shut down your device without changing your power button.

### Restart

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

### Auto Backlight Dim

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

### Auto Sleep

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

## Shutting Down the Accent using Windows

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

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

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

## Waking Up the Accent

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

## Performing a Full Shutdown

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

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

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

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

# Updating NuVoice

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We recommend that you install NuVoice updates when they are available.

## Updating via the Internet

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

## Updating via USB Flash Drive

1. Plug a USB flash drive into your computer.
2. On the computer, go to [www.prentrom.com/downloads/updates](http://www.prentrom.com/downloads/updates).
3. Find the latest Accent 800 update and download it to your computer desktop.
  - ☞ You can also download update instructions.
4. Copy the downloaded software update to your USB drive.
5. Remove the USB drive from your computer and plug it into one of the USB ports on your Accent.
6. Select the **Tools** icon.
7. Select the **Toolbox**.
8. Select **Maintenance Menu**.
9. Select **Software Update Menu**.
10. Select the **USB Update**. A yellow dialog box will display an option to update the software. Select **Yes** and follow the instructions that appear on the display.

# Storing Your Device

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If you are not going to use your device for a month or more:

1. Charge the batteries to full.
2. When the batteries are fully charged, go to the Toolbox and select **Maintenance Menu**.
3. Open the **Battery Menu**.
4. Select **Enter Ship Mode**.
5. Respond **Yes** to put your device into Ship Mode.
6. Select **OK** to exit the Battery menu.
7. Select **OK** to exit the Maintenance menu.
8. **Unplug** the battery charger.
9. Store your device in a dry place that does not get too hot or too cold.

*When you are ready to use your device again:*

10. Plug in the battery charger.
11. Press the power button on your device. Your device will start up. Leave the charger plugged in until the batteries are fully charged.

☞ You can always check the status of the charge by looking at the bar graph next to the battery icon in the status display area. If the batteries have gone completely dead, you will not be able to use your device. Plug in your charger. The charging LED on the front of the device will be red. When the batteries are full, the LED will be blue.

# Disposing of the Device or Battery

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## **Device Disposal**

Please dispose of your device in accordance with local, state and/or federal electronic recycling laws.

## **Battery Disposal**

If the batteries in your device need to be replaced, dispose of the old batteries in accordance with your local, state and/or country regulations.

# Cleaning and Disinfecting

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**Important!** Never immerse your device in water.

## Routine Cleaning and Disinfecting

### Cleaning the Case

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

### Cleaning the Touch Screen

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

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

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

### Cleaning Keyguard Frames, Keyguards, and Touchguides

All of these accessories can be removed from the case and washed in hot, soapy water. Dry them **thoroughly** before putting them back on the device. The best practice for regular cleaning is to dry accessories by hand, lay them on a dry towel, and let them air dry for about 5 minutes before placing them back on the device.

### Disinfecting

To disinfect everything but the display, use a solution of vinegar and water ( $\frac{1}{4}$  cup vinegar to 1 cup water). Wipe the case (not the display) using a cloth dampened with this solution.

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

### What about drooling/saliva?

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

### What about spills, rain, or accidental immersion?

If you spill liquid or any runny substance on your device; if you're caught in a downpour; or if the device is accidentally dropped in liquid, immediately dry the device as thoroughly as possible. Try using the device. If it does not work, call the PRC Service Department and tell them what happened. They may ask you to send in your device for servicing.

## Disinfecting a Device and Accessories for Use by Multiple Clients

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

### First Step: Put on protective gloves

### Next Step: Clean the device and accessories

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

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

### Next Step: Disinfect the device and accessories

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

### Final Step: Wipe the touch screen

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

# Troubleshooting

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## Battery Troubleshooting



**There is a slight risk of explosion if you replace the batteries with an incorrect type.** Call the PRC Service Department before replacing the batteries: (800) 262-1990. Outside the United States, call your local distributor.



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

### If the batteries die

You will hear the low battery warning when the batteries are getting low; you will hear a more urgent sound when the batteries are critically low.

If NuVoice is running, you will also see the yellow NuVoice warning boxes instructing you to plug in your battery charger.

If NuVoice is not running, you will see the Windows “low battery” and “shutting down” warnings.

Plug in your battery charger to continue using your device. If you do not plug in your battery charger, NuVoice and/or Windows will shut down and your device will turn off. To restart your device, plug in your battery charger and press the power button. If the batteries were completely dead, you may want to let them charge for awhile before you turn your device on.

## General Troubleshooting

### You Select a Key but Get the Wrong Response

If you are selecting keys on the keyboard but not getting the correct responses, thoroughly clean the display screen as described in “Cleaning and Disinfecting” on page 29. Then try again.

### High-Efficiency Fluorescent Lights and the Use of Infrared

There is often a compatibility problem between many infrared controls and high-efficiency fluorescent lights.

If you are using your device in a room that has high-efficiency fluorescent lighting, the infrared, including headpointing, computer access, remote control commands, etc., may not work. Turn the lights off and the IR will work fine.

## NuVoice Troubleshooting

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

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

### The Device Stops Speaking

1. Open the NuVoice **Toolbox**.
2. Select **Maintenance Menu**.
3. Select **Power Settings**.
4. Select **Shutdown**.
5. When the device has shut down, use an unbent paper clip to press the reset button. A beep will sound to indicate the device has reset.

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

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

➡ Do not use the power button.

1. Open the NuVoice **Toolbox**.
2. Select **Maintenance Menu**.
3. Select **Power Settings**.
4. Select **Restart Windows**.

### The NuVoice Toolbox is Not Responding or is Unavailable

1. Slide the Windows **Charms** menu from the right side of the display.
2. Select the **Settings** icon.
3. Select the **Power** icon.
4. Select **Restart**. Do **not** select Shutdown.

*If you have access to a USB keyboard:*

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

#### **As a Last Resort**

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

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

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

## Restoring Windows

☞ These instructions apply to the Accent 800. If you have an Accent 800-D, call the PRC Service Department before trying to restore Windows.

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

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

**Important!** The restore process will erase everything on the device's hard drive. This includes Internet access, programs, hardware drivers, etc. Call the PRC Service Department first to tell the technician what is happening with your device. There may be another solution.

The restore process generally takes anywhere from 20 minutes to an hour. You need to be available when the restore is complete.

To restore your device:

1. Plug in the battery charger.
2. If NuVoice is running, select the **Tools** icon. Select **Hide/Show NuVoice**.
3. Pull the Windows **Charms** menu from the right side of the display.
4. Select **Settings**.
5. Select **Change PC Settings** in the lower right corner of the menu.
6. Select **General** from the PC Settings menu on the left side of the screen.
7. On the right side of the screen, scroll down to Remove everything and reinstall Windows.
8. Select **Get Started**. A blue screen will explain what will happen next.
9. Select **Next**. A blue screen will display “Just remove my files” and “Fully clean the drive” on it. Select **Just remove my files**.
  - ☞ The “Fully clean the drive” option may take 2.5 hours to complete and is not necessary.
10. Another blue screen will appear stating that Windows is ready to reset the computer. Select **Reset** to continue or **Cancel** to stop the restore process.

### When the Restore is Complete

1. Follow the Windows Setup and Customizing instructions that appear on the screen.
  - ➡ Use **accent800** for a username or account name.
2. NuVoice will automatically install and generate the icon sets. This process will take several minutes. To view installation progress, select the Accent icon from the Windows Start screen.
3. When NuVoice is set up, the system will restart and open NuVoice automatically.
4. Select **I Agree** on the Software License Agreement. NuVoice will open the Exploration Wizard.
5. To exit the Exploration Wizard, select the vocabulary you want to use.

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

### Reinstall your Internet Connection

During the restore process you will lose your internet connection. You must re-install your internet connection in order use the internet to update NuVoice and to activate your copy of Windows. For more information, see “Setting Up a Wireless Internet Connection” on page 21. If you never had internet but want it now, call an internet service provider for information on setting up an internet connection for your device.

## Activating Your Copy of Windows

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

### To begin:

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

### To activate Windows over the Internet:

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

### To activate Windows by phone:

If you want to use the phone to activate Windows, you must have a USB keyboard to plug into your device. You will need to speak into the phone and type onto the display screen.

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