

VarioUltra Frequently Asked Questions (FAQ) Document

Version 1.0.

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Thank you for your interest in VarioUltra from Pamtrad. If you have a question that is not covered by this FAQ, please email your question to info@pamtrad.co.uk. In addition to answering your question, we may include it in a future version of this document.

1. Is VarioUltra a Braille display or a note taker?

VarioUltra is both. Use in Braille display mode when you need to connect with a computer, a mobile device, or a smartphone. Use it in note taker mode to access a suite of productivity applications that include a word processor, spreadsheet viewer, PDF viewer, a scientific calculator, and more.

2. What operating systems can interface with VarioUltra?

VarioUltra is compatible with Windows, Mac, Linux, iOS, and Android operating systems.

3. What does "simultaneous connectivity" mean?

A feature unique to VarioUltra, simultaneous connectivity is what we say to describe the ability to connect with up to 5 different devices at the same time, and to remain connected to them.

VarioUltra has 1 USB connection and 4 Bluetooth connections.

You only have to pair and connect a Bluetooth device once.

Thereafter, VarioUltra will connect to it automatically whenever it is in range.

Hold the S2 button down on VarioUltra, and tap the B1 key for USB, or B4, B5, B6, or B8 keys to select one of your paired Bluetooth devices. Once selected, a message briefly appears on the Braille display letting you know what you're connected to. While connected to a device, anything you type on the Braille keyboard will be sent to the connected device.

4. Which screen readers are supported?

VarioUltra supports all popular screen-reading programs, including COBRA, WindowEyes, VoiceOver, NVDA, and JAWS.

5. Does VarioUltra have any speech capabilities?

There is no text-to-speech option with VarioUltra; it is a Braille device. There is a tone feature that can be used for alarms, and confirmation sounds. The user can switch to vibration mode if they prefer a quieter option.

6. Can I play MP3 files on VarioUltra?

No, VarioUltra does not support playback of audio files.

7. How do I transfer files to and from VarioUltra?

There are two methods for getting files on and off VarioUltra. The first option is to connect via USB to a computer, at which point you will see VarioUltra as an external mass storage device. Using your screen reader and the file management system on your computer, you may copy files to and from VarioUltra.

The second option is to plug a USB stick into VarioUltra, and then copy files back and forth using the File Manager application. Note that you must have VarioUltra in Notetaker mode for this to work.

8. How much internal storage does VarioUltra have?

VarioUltra has 16 GB of internal storage.

Please refer to FAQ number 6 “How do I transfer files to and from VarioUltra?” for details on how to access the internal storage.

9. Does VarioUltra have an SD card slot?

No, VarioUltra has a USB 2.0 port into which a standard USB stick can be inserted.

10. Does VarioUltra have Wi-Fi capability?

No. There is no need for Wi-Fi because VarioUltra is designed to connect with your computer, mobile device, or smartphone, which allows you to access email and browse the web.

11. Can I read BRF files on VarioUltra?

Yes, opening and reading BRF files is supported.

12. What file formats are supported in VarioUltra?

While in Notetaker mode, VarioUltra supports DOC, DOCX, XLS, XLSX, PDF, RTF, TXT, and BRF.

For all other file formats, switch to Braille Display mode and connect with a computer and screen reader.

13. Will VarioUltra support UEB?

Yes, by the time UEB becomes available, VarioUltra will support it.

14. Can I lock the device to avoid accidental key presses when I'm traveling?

Yes, the keyboard on VarioUltra can be locked or unlocked via a simple switch on the left side of the device.

15. Can I copy content from a connected device and paste it into VarioUltra or another connected device?

This is on our list of things to add in a future software update.

16. How is the unit updated?

The update file comes in the form of a ZIP file. Copy the zip file onto an otherwise empty USB stick, and insert the stick into the USB 2.0 port of VarioUltra. A keyboard command is all it takes to launch the updater, which takes a couple of minutes to complete.

17. Are software updates free?

Yes, software updates to VarioUltra are free.

18. Can the VarioUltra send files directly to a printer or embosser?

No, printing and embossing from VarioUltra is not possible at the present time. This is something we're planning to add in a future software update.

19. Can the user replace the rechargeable battery?

No, the battery is not designed for removal by the end user. If replacement of the battery is required, work should only be performed by a BAUM authorized service technician.

20. If anything goes wrong with VarioUltra, where is it repaired?

Service and repair for UK customers is carried out by Pamtrad Customs Ltd., or by BAUM Retec AG in Germany.

21. What is the factory warranty for VarioUltra?

The factory warranty is 2-years on the device, and 6-months on the rechargeable battery.

22. What comes with the device?

When you buy VarioUltra, you will receive:

- VarioUltra Braille device
- USB cable
- Electronic user manual on the device
- Electronic user manual on a CD
- High quality, faux leather carry case and strap

23. Where do I get technical support?

For customers in the UK, technical support is provided by Pamtrad Customs Ltd. They can be reached by phone at 0115 9816636, or via email to support@pamtrad.co.uk.