

sCOMM 

UbiDuo 

UbiDuo 2 User Manual

**FCC**

If trouble is experienced with this equipment, for repair or warranty information, please contact sComm, Inc. at 866-505-7008 (voice), 866-505-7001 (TTY), or 816-527-8339 (videophone).

There are no user serviceable components within this equipment.

**Compliance Statement (Part 15.19)**

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

**Warning (Part 15.21)**

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

**FCC Interference Statement (Part 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.

# UbiDuo 2 ® User Manual

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## ***1. A Note from the CEO***

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Thank you for purchasing a UbiDuo 2, the next generation UbiDuo 2, the World's Most Ubiquitous Communication Device for people who are deaf, hard of hearing, and hearing who interact with each other face-to-face every day. It is not only for the deaf and hard of hearing but also for those who have communication barriers. The UbiDuo 2 has opened the door for many people and has given them a sense of freedom and independence like nothing else. With the UbiDuo 2, you'll be able to communicate directly, without an interpreter and without writing notes back and forth on paper or reading lips, anywhere anytime and most importantly be able to interact with each other directly without barriers.

For those of you who have purchased a UbiDuo 2 to better serve clients or employees who are deaf or hard of hearing, congratulations. The UbiDuo 2 empowers the deaf & hard of hearing employees to interact with hearing co-workers and managers in addition to interpreters. While there may be some situations like staff meetings or workshops in which an interpreter might be necessary, you now will be able to hold impromptu conversations, quick training sessions, or meetings without worrying about the interpreter not being available.

Please remember, though, the UbiDuo 2 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 2 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 2, 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 2 for an employee who is deaf or hard of hearing. We'd love to hear from agencies who have recommended the UbiDuo 2 to clients who are deaf or who interact with the deaf. More information about how to contact us is included later in this manual.

Communicating freely,

Jason Curry  
CEO & Co-Founder

## ***2. Important Information***

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

- Read all instructions before using the UbiDuo 2.
- To protect against risk of electrical shock, do not put the UbiDuo 2 or its cord or plug in water or other liquid.
- Do not operate either side of the UbiDuo 2 with a damaged cord or plug, or after either side has been damaged in any manner. Contact sComm Tech Support if the UbiDuo 2 is damaged in any way.
- Do not let cords touch hot surfaces and where possible, do not let cords hang over the edge of a table, desk, or counter.
- The use of accessories not recommended by the manufacturer may cause fire, electric shock or injury.

The UbiDuo 2 is designed and manufactured to be rugged and durable, however, it should still be treated with the same care one would give to a laptop computer. Do not drop it, do not spill liquids on it and do not unscrew any part of the UbiDuo 2 to remove the casing. Use only the UbiDuo 2 power cord to charge the units. The UbiDuo 2 charger operates on 120 volts AC; if you are traveling overseas, you will need an appropriate converter.

## UbiDuo Diagram



### a. Separating the Two Halves

To separate the two halves of the UbiDuo 2 without damaging the internal parts, always lay the UbiDuo 2 flat, preferably on a hard surface such as a desk or table. Then grasp the two J-hook metal hinges and pull them away from each other. See the illustrations below.

### RIGHT WAY



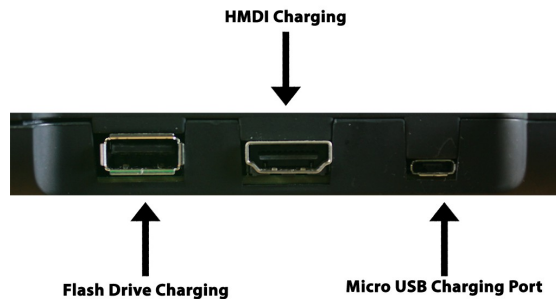
## WRONG WAY



### 3. Power and Ports Panel

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This section describes the panel on the right-hand side of the UbiDuo with the Power button and different ports.



USB Port – Used to attach a flash drive to the UbiDuo 2. This provides a way to copy saved conversations or to install firmware upgrades.

HDMI Port – Allows attachment of an external monitor or projector for easy viewing or to communicate with a group of people.

Micro USB Charging Port – Used to charge the UbiDuo 2 batteries with the supplied Y-cable and power adapter. On select models, this port is also used along with the Y-cable to provide a wired connection between the two halves in environments where a wireless connection is not permissible for security reasons.



## ***4. Turning the UbiDuo 2 On and Off***

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To turn on the UbiDuo 2, press and hold the power button for 2-3 seconds (a clear plastic button located on the upper right hand corner of each unit) until the blue power indicator light comes on, then release it.



To turn off the UbiDuo 2, press and release the power button. If any existing conversations have not been explicitly saved, turning the UbiDuo 2 off wipes them from the device's memory.

## ***5. Main Menu***

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When the UbiDuo 2 is turned on, the Main Menu screen is displayed. On this screen you'll see several indicators and icons, including the current date and time, the auto link indicator which provides a visual confirmation that one half of the UbiDuo 2 is connected to another half, a charging indicator which is displayed when the half is plugged into an electrical outlet, a battery indicator which shows the charge remaining, three main icons and three square background color selection icons.

The main functions accessible from the Main Menu include:


**Split screen**- starts a split screen chat session.

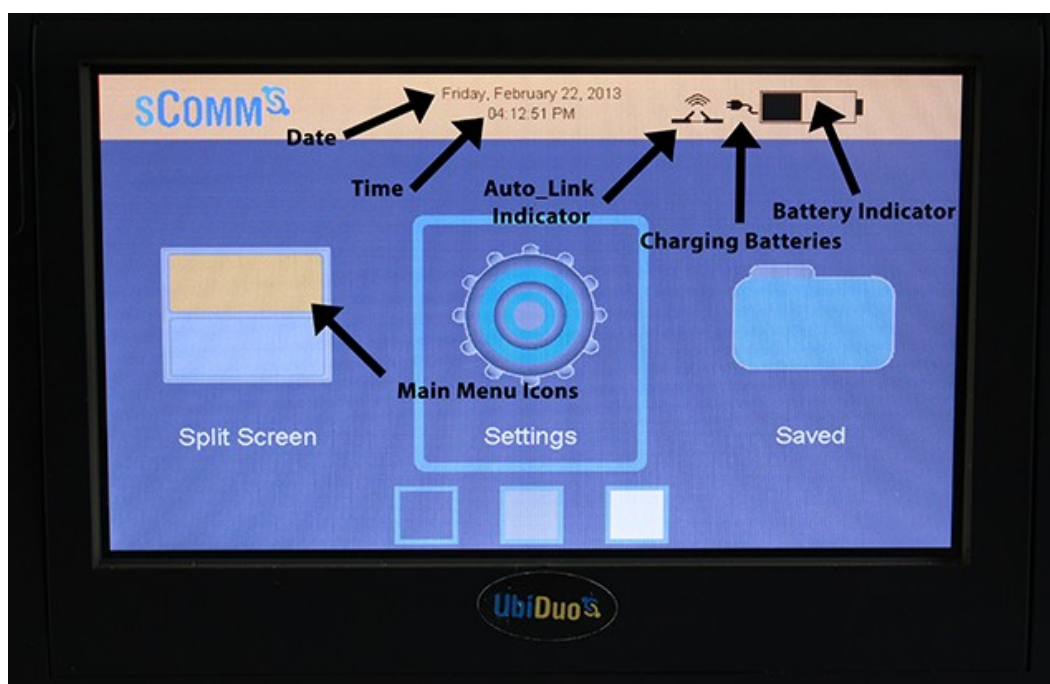
**Settings** - check your settings or change your default settings.

**Saved** - save a conversation or view saved conversations.

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

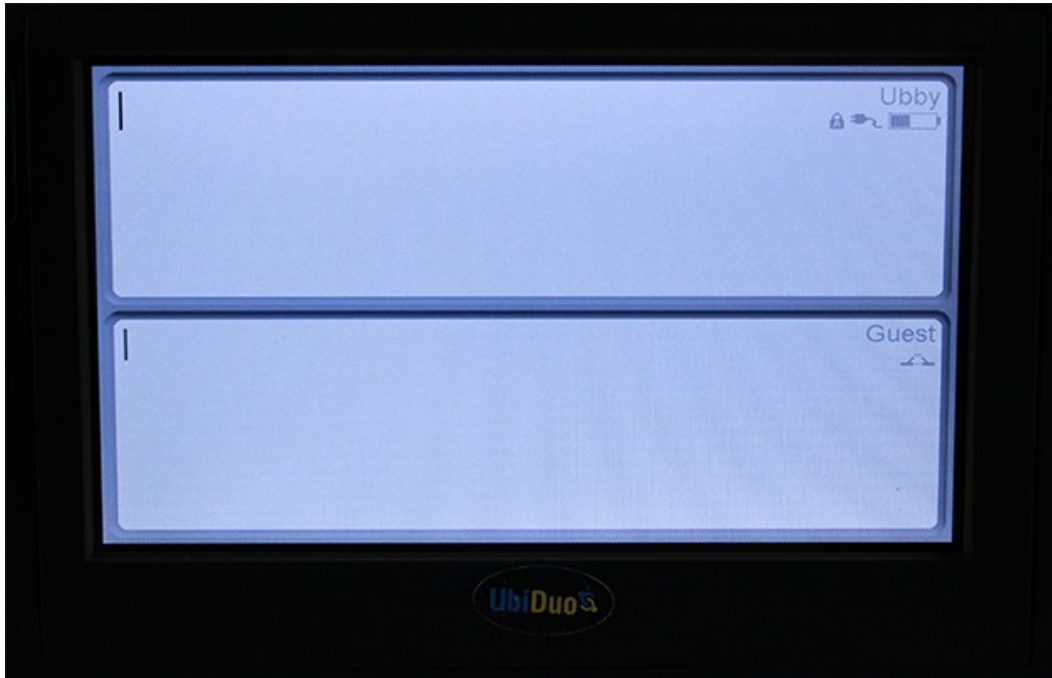
To select which function to use, simply tap the desired icon on the screen, or use the arrow keys to move the highlight outline to the desired icon and press Enter.

Press the Esc key to return to the Main Menu, or tap the return  icon at the top right of the screen.



### a. Split Screen

This function allows both users to communicate simultaneously with each other, and is the reason for the UbiDuo 2's existence. When a key is pressed on one half of the UbiDuo 2, its corresponding character is immediately transmitted to the second half and displayed on its screen. This gives each user the ability to type and read simultaneously without having to wait for the others to finish typing. The Enter key does not function as a command to send a line of text; it only commands the UbiDuo to start a new line.



Both halves of the UbiDuo 2 must be turned on for a split screen chat to be initiated. The two halves will automatically connect with each other when the split screen chat is selected on one of the halves.

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

**i. Scrolling Through a Conversation**

To review your own chat, use the up, down, right, and left arrow keys to scroll throughout the conversation.

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

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

**ii. Changing the Split Screen Font and Color**

Each chat window in the split screen can be customized with its own fonts and colors. Tap the desired chat window to display its configuration screen where you can

customize the display to your preference. Changes made to the font, size, and color will be displayed in the sample window at the bottom of the configuration screen.

**Family** - Tap the Family bar on the screen to cycle through the fonts until the desired one is indicated, or press the Tab key to highlight the Family bar, and then press Enter to cycle through the fonts until the desired one is indicated.

**Style** - Tap the Style bar on the screen to cycle through the font styles until the desired one is indicated, or press the Tab key to highlight the Style bar, and then press Enter to cycle through the font styles until the desired one is indicated. The available styles include normal, underlined and italic.

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

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

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

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

**Sample Window** - This window, displayed at the bottom of the settings screen, lets you view the effects of any changes to the font family, style, size, and colors.

### iii. Exiting the Split Screen Chat

To exit the split screen and return to the main menu without saving your conversation, press the Esc key.

## b. Settings

The Settings screen enables the UbiDuo 2 to be configured to suit your preferences. Changes made in this screen will persist even after the UbiDuo 2 is turned off.


Each UbiDuo 2 half can be configured separately. This allows you to customize the other half to better suit your chat partner if, for example, a different contrast between the background and the text is desired.

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



### i. Brightness

The Brightness setting controls the brightness of the screen's backlight.

There are two ways to change the Brightness setting. The first is to use your finger to slide the brightness adjuster left or right on the screen. The second is to use the left and right arrow keys to move the adjuster. When the desired brightness is reached, tap the return icon  at the top right of the screen. Alternatively you can use the ESC key to return to the previous menu.

Whenever you turn on your UbiDuo, the screen brightness will be set to the new level.

## ii. Split Screen Options

These options allow you to arrange the Split Screen display to your preferences.

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

**Format** – Rearranges the Split Screen horizontally or vertically.

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

To change the font, font size, font colors, and background color, tap the chat window you want to customize, or press the Tab key until the desired chat window is highlighted and press Enter.

## iii. Fonts/Colors

This option allows you to modify the look and feel of your own chat window display.

To change these settings, tap the Fonts/Colors icon, or press the Tab key until the Fonts/Colors icon is highlighted and press Enter.

Refer to Changing the Split Screen Font and Color section on page 6 for further details.

## iv. In Range

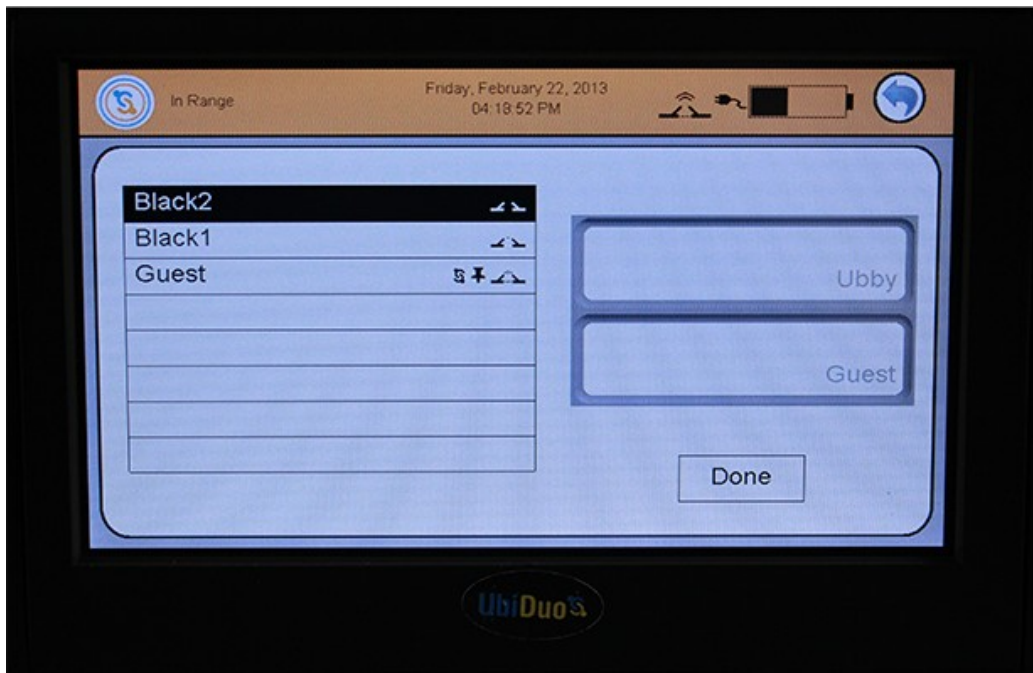
The In Range functionality lets you detect whether other UbiDuo 2 units are within a 300 foot perimeter of your UbiDuo 2. While you can view a list of these other units on your device, they will not be able to connect to your device and engage in a conversation unless you explicitly send them a chat invitation and it is accepted.

### Inviting Other UbiDuo 2 Units to Chat

When you tap the In Range icon in the settings menu, or press the Tab key until the In Range icon is highlighted and press Enter, a list of potential Chat Partners will appear. The other half of your UbiDuo 2 will always be listed, and you will always have a connection to it. If other UbiDuo 2 units are within range and have been assigned unit IDs, they will also be listed. UbiDuo 2 units that have **not** been assigned unit IDs will **not** be listed.

To invite another UbiDuo 2 to chat, tap its name or use your up and down arrow keys to move the highlight bar to the desired name and then press Enter. A menu of four options will then appear:

**Add to chat session** – Invite another UbiDuo 2 to join your chat session.

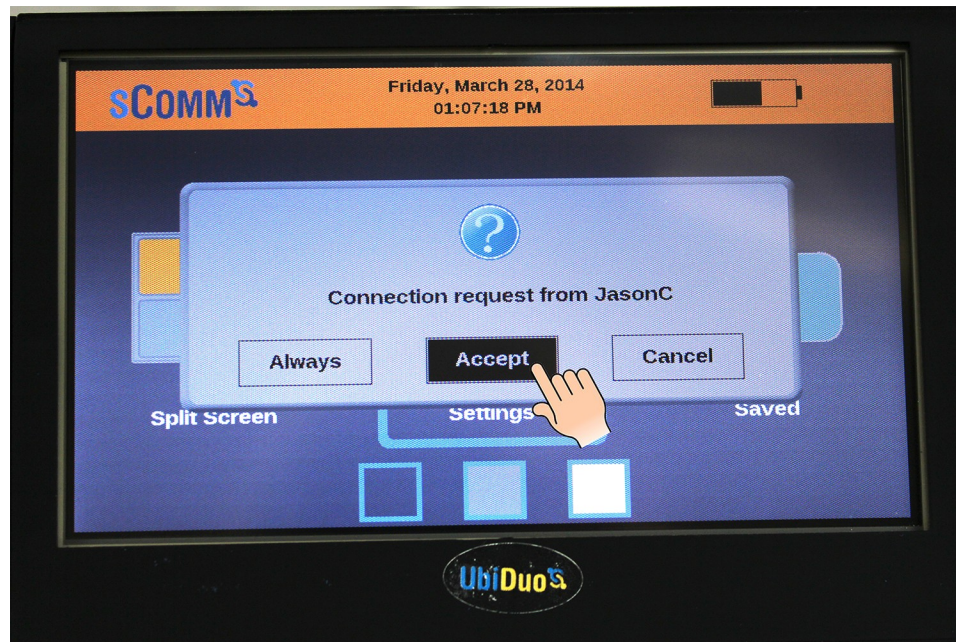


**Always accept chat requests** – Sets your UbiDuo 2 to always accept a chat request from another device.

**Select as dedicated chat partner** – Use this option if you want to set a different UbiDuo half as your Dedicated Chat Partner (DCP).

**Cancel** – Exit from the menu without saving any changes.

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



If the chat request is accepted, the Split Screen will appear (as shown under Split Screen Chat).

### **Holding a Three-Way or Four-Way Conversation**

The UbiDuo 2 is designed to enable up to four separate halves to engage in a single conversation. To invite additional UbiDuo 2 units to join your chat, simply follow the same procedure for inviting another UbiDuo 2 as described above. When those additional units accept your invitation, the screen will divide into three or four parts, as follows:

**No Units in Range** - If there are no other UbiDuo 2 units within a 300-foot range, the list of available units will be blank.



## **v. Time/Date**

To change these settings, tap the Time/Date icon on the screen, or press the Tab key until the Time/Date icon is highlighted and then press Enter.

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

To change the day, year, hour, minute and second values, tap the corresponding bar, key in the desired number on the keyboard and then press Enter. Alternatively, press the Tab key until the desired bar is highlighted, then press Enter, key in the desired number, and then press Enter again.

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

When done, tap the Accept bar to save any changes, or Cancel to abandon the changes. Or press the Tab key until the Accept bar is highlighted and then presses Enter.

**NOTE:** Don't forget to change the time and date on the other half of the UbiDuo 2 as well.

## **vi. UbiID**

To set the ID of the current half of the UbiDuo 2, tap the UbiID icon on the screen, or press the Tab key to highlight the UbiID icon, and then press Enter. The Ubi ID is simply a name you give to each half of the UbiDuo 2 to make it easier to tell them apart. There is no default ID.

Providing a name for your unit is required if you want your Ubi ID to appear in the In Range setting of other UbiDuo 2 units when you are within range.

Type the name you want to assign your half of the UbiDuo in the Unit ID field. Then tap the Accept bar, or use the Tab key to highlight the Accept bar and then press Enter. The Settings menu will then be displayed.

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

## **vii. Administrator**

To enter the administration menu, tap the Administrator icon on the screen, or press the Tab key to highlight the Administrator icon and then press Enter. The Administrator menu is where changes to the UbiDuo 2's security are made.

**Password Required** - Enable this option if you wish to require a password for access to this menu and for other security options. This option is available only on the high security UbiDuo. Please call us for more information on high security UbiDuo.

**Change Password** - The UbiDuo 2 defaults to an empty password. If you wish to require a password for access to the administrator settings, enter the desired password here. Once a password is set, you will need to enter that password in order to disable or change it. This option is available only on the high security UbiDuo. Please call us for more information on high security UbiDuo.

**Wireless Enabled** - On select UbiDuo 2 packages, a direct wired connection with the USB cable is used for secured communication. Wireless can be disabled and locked out for additional security. This option is available only on the high security UbiDuo. Please call us for more information on high security UbiDuo.

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

**Start in Split Screen** - By default, the UbiDuo displays the Split Screen when both halves are turned on and connected by wire or wireless. Use this option if you wish to have the Main Menu displayed instead.

**Software Update** - This option is used to update the UbiOS software that controls the UbiDuo. From time to time sComm will release bugfixes, performance enhancements and new features to improve the performance and functionality of the UbiDuo. Please refer to the Updating the UbiOS Software section on page 18 for a full description of the update procedure.

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

**Password Secure Chat Storage** - Saved chat logs can be encrypted and secured with a password to restrict access. Use this option to set the desired password. This password will be needed to view the chat log or transfer it to a USB flash drive. This option is available only on the high security UbiDuo. Please call us for more information on high security UbiDuo.

### **viii. About**

The current versions of UbiOS and other UbiDuo 2 software can be viewed here, as well as battery voltage and charging percentages.

### **c. Saved Conversations**

When the UbiDuo 2 is powered off, any existing conversations are cleared from its memory and lost unless the device is explicitly instructed to save them first. If you wish to save a conversation, press Ctrl-S. You will be asked for a file name, and once you press Enter, the conversation will be saved under that name.

Saved conversations can be reviewed on the UbiDuo 2, or they can be copied to a USB flash drive for transfer to a computer for printing or archiving.

### **i. Viewing Saved Conversations**

When you save a conversation, you can only read it on the half of the UbiDuo 2 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 a dialogue box asking if you want to Save to the USB flash drive, View the saved conversation, or Erase the saved conversation.

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

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

Remember that conversations are saved as long as the UbiDuo 2 does not fully run out of power. If you are using the UbiDuo 2 without plugging it in, and the battery dies, your saved conversations may be lost. You must keep the battery charged even a little bit to keep your conversations.

**NOTE:** Conversations are limited to 100 MB total size. If you try to save a conversation that would exceed the 100 MB threshold, the UbiDuo 2 will save only the first 100 MB of data. The rest will be lost. There is no error message on the UbiDuo 2 to warn you about your file size.

## **ii. Transferring a Saved Conversation to a Computer**

A USB flash drive must be used to copy saved conversations to a computer. Unlike the original UbiDuo, the UbiDuo 2 cannot be connected directly to a computer via the USB port.

To copy saved conversations, insert a formatted USB flash drive into the UbiDuo 2's USB port.

After transferring saved conversations to the flash drive, remove it from the UbiDuo 2 and insert it into an available USB port on a computer. The computer recognizes the USB flash drive as the E: drive (Removable Disk). If the E: drive window does not automatically pop up when you plug in the UbiDuo 2, 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 2 must be powered on in order for it to be able to use a USB flash drive.

## **iii. Deleting a Saved Conversation**

If you want to delete a conversation that you have saved on your UbiDuo 2, 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 appear. Tab or use the arrow keys to select the conversation you wish to delete, and press Enter. You can then select Erase to delete the saved conversation. 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 2. When you turn it back on, the conversation will be gone.

## **6. Keyboard**

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Function key settings are like shortcuts. You use the function keys, or F keys across the top of the UbiDuo 2 keyboard, either by themselves or with another key to perform different tasks. On the UbiDuo 2, the function keys are set up to show emoticon. There are three other key combinations used with the function keys: the Shift key, the Control (Ctrl) key the Function (Fn), and the Alt key.

### **a. Keyboard Function Layout**

#### **b. Function Keys**

F1.....Help Menu  
F2.....Smiley Face  
F3.....Sad Face  
F4.....Shocked Face  
F5.....Question/Puzzled  
F6.....Teasing Face  
F7.....Sick Face  
F8.....Angry Face  
F9.....Secret - Zipped  
F10.....Cool Face  
F11.....Wink  
F12.....Love

<Fn> + F1.....Help Menu  
<Fn> + F2.....Reverse Color Polarity  
<Fn> + F3.....View Chat Partners In Range  
<Fn> + F4.....Ends 3- or 4-Way Chat  
<Fn> + F5.....Adjust Font Sizes  
<Fn> + F6.....Adjust Font Sizes on Chat Partner's Screen  
<Fn> + F7.....Set and Adjust Sleep Timer  
<Fn> + F8.....Increase Screen Brightness  
<Fn> + F9.....Decrease Screen Brightness  
<Fn> + F10.....View/Set Both UbiID  
<Fn> + F11.....Set Custom Greetings

<Fn> + F12.....Display Custom Greetings

<Shift> + F1.....Help Menu

<Shift> + F7.....Clear All Screen

<Shift> + F8.....Clear Current Screen

<Shift> + F9.....Clear Partner's Screen

<Ctrl> + S.....Save Chat

<Ctrl> + B.....**Bold** Font

<Ctrl> + I.....*Italics* Font

<Ctrl> + U.....Underline Font

<PgUp>.....Scrolls the conversation up one screen at a time

<PgDn>.....Scrolls the conversation down one screen at a time

<Up Arrow>.....Scrolls the conversation up one line at a time

<Dn Arrow>.....Scrolls the conversation down one line at a time

## ***7. Features for People with Low Vision***

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The UbiDuo 2 contains several features that are intended to make it easier to use for those who have low vision and are deaf or hard-of-hearing.

### **a. Brightness**

Increasing or decreasing the screen brightness can sometimes improve readability. To adjust the brightness setting, press Esc until the Main Menu is displayed, then tap the Settings icon or use the Tab key to select it and then press Enter. When the Settings Menu is displayed, tap the Brightness icon or use the Tab key to select it and then press Enter. Then adjust the brightness to suit your preference.

### **b. Font**

The screen font size can be adjusted from 12 to 72 points to improve readability. The default font size is 12 points. To make it larger or smaller, press Esc until the Main Menu is displayed, then tap the Settings icon or use the Tab key to select it and then press Enter. When the Settings menu is displayed, tap the Fonts/Colors icon or use the Tab key to select it and then press Enter.

If you are already in a Split Screen chat session, press <Shift>-F5 to change the font size on your half of the UbiDuo 2.

## **8. Charging the Batteries**

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You will need to charge the batteries as soon as you unpack your UbiDuo 2 from the box. Plug the two small ends of the included Y-cable into the micro USB port on each half of the UbiDuo 2, and then plug the other end into a wall outlet. The batteries will be fully charged in 10 hours.

The UbiDuo 2's battery will last for 8-12 hours depending on usage.

You can recharge the UbiDuo 2's batteries every night, even if they are not fully drained. Plugging the UbiDuo 2 into a wall outlet will charge the batteries, even if the unit is actively being used.

## **9. Updating the UbiOS Software**

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From time to time sComm will release bug fixes, performance enhancements and new features to improve the performance and functionality of the UbiDuo 2. As updates are made available, you will be notified at the email address that was provided when your UbiDuo 2 was purchased. Each UbiDuo 2 unit includes one year of free software updates from the day of purchase. After that period expires, a service agreement may be purchased to obtain further software updates.

**NOTE:** You will need a formatted USB flash drive (not provided) to download software to your UbiDuo 2.

**NOTE:** Any conversations you have saved will be deleted when you download software to the UbiDuo 2. Before updating your software, any saved conversations that you wish to preserve must be copied to a USB flash drive.

To update the UbiDuo 2's software, first visit the web site link that is included in the notification email to download the new firmware.bin package. Save this file on your computer. Next, prepare a formatted USB flash drive and plug it into your computer, then copy the firmware.bin file to that flash drive. Once the copy finishes, perform the "safely remove" procedure (do a Google search for "safely remove usb flash drive") on your computer, then remove the USB flash drive from the computer.

Make sure both halves of the UbiDuo 2 are powered off. Insert the USB flash drive into the USB port of one of the halves, then press the power button to turn it on and boot it

from the USB flash drive. You will see a white screen with a thin green progress bar moving from left to right. When this bar reaches the end on the right side, the UbiDuo 2 will start its normal boot process.

The upgrade file will now need to be installed into the UbiDuo 2's memory. To complete this process, at the Main Menu, tap the Settings icon or press the Tab key to highlight it and then press Enter. When the Settings Menu is displayed, tap the Administrator icon or press the Tab key to highlight that icon and then press Enter.

Tap the Software Update bar, or use the up/down arrow keys to highlight it and then press Enter. The UbiDuo 2 will then copy the contents of the firmware.bin file into its memory. You will see a progress bar in the middle of the screen; when that progress bar reaches the far right side, the upgrade process is complete and the Administrator menu will be displayed.

You may now press the power button to turn off the UbiDuo. Once it is off, remove the USB flash drive. Press the power button to turn the UbiDuo 2 back on, then tap the Settings icon or press the Tab key to highlight it and then press Enter. Then tap the About icon or press the Tab key to highlight it and then press Enter, and verify that the UbiDuo 2 is loaded with the latest version of UbiOS.

Once you have completed the update procedure on one half of the UbiDuo 2, repeat the procedure on the other half.



## **10. Customer Assistance**

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If you experience any problems with your UbiDuo 2 and are unable to resolve them, please contact sComm Support by calling us at any of the numbers below.

### **Toll free**

866-505-7008 (voice) or 866-505-7001 (TTY)

816-527-8339 (Videophone)

### **In the Kansas City area**

816-350-7008 (voice) or 816-350-7001 (TTY)

Representatives are available Monday through Friday, 8 a.m. to 5 p.m. Central time.

You can email us with your question or issue at [support@scomm.com](mailto:support@scomm.com).

## **11. Warranty information**

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### LIMITED WARRANTY FOR UBIDUO 2 HARDWARE AND ACCESSORIES ACQUIRED IN THE USA AND CANADA.

- sComm Inc. warrants and guarantees that the UbiDuo 2 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 2 will meet and conform to all US and Canadian Government regulations, including FCC Regulations, for the manufacture, sale, and use of the UbiDuo 2 as an electrical device.
- The UbiDuo 2 shall be free of visible defects and scratches or dents that are visible in normal daylight room lighting conditions. The UbiDuo 2 shall be clean and free from grease or grime or discoloration. Should a UbiDuo 2 have any of the above listed cosmetic defects, sComm will remedy or provide a replacement UbiDuo 2 .
- The UbiDuo 2 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 2 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 2 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 2 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 1-866-505-7008 or through our website at [www.sComm.com](http://www.sComm.com).

●DISCLAIMER OF WARRANTIES. The Limited Warranty that appears above is the only express warranty made to you and is provided in lieu of any other express warranties or similar obligations (if any) created by any advertising, documentation, packaging, or other communications. Except for the Limited Warranty and to the maximum extent permitted by applicable law, sComm and its suppliers provide the Software and support services (if any) AS 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.