# Brailliant 14 Frequently Asked Questions (FAQ)

## Q: What is the Brailliant 14?

A: The Brailliant 14 is a small, portable braille device that serves as the ideal companion tool with your various mobile devices such as smartphones or tablets. However, due to its unique Bluetooth setup, it also serves as a standalone note-taking tool and stopwatch without any connection necessary.

What makes the Brailliant Unique with an iOS device is combined with the Brailliant Sync app, found on the App Store, users can type notes with the Brailliant not paired with any devices. The next time the Brailliant pairs with your iPhone, all notes that were previously taken are immediately synchronized with your email accounts and can be found in the notes folders of your email accounts on any device you choose to use, along with the iOS notes app.

For example, you are in a meeting, and your Bluetooth is turned off on your iPhone. You take notes with your Brailliant in that meeting and then re-pair with your iPhone later. Within seconds you will find those notes synchronized with your notes folder of your Gmail or other email account on your PC, smartphone, or tablet. Feel free to edit them on those devices, and they will synchronize with your Brailliant.

## Q: What are the differences between the existing Brailliant displays and the new Brailliant 14?

A: The Brailliant 14 is small in size but powerful in features. Like the existing Brailliants you can continue to use the Brailliant with screen readers to use as a braille terminal but it also has internal features. Internal features include, clock, Stopwatch and notes which allows you to synchronize notes to and from an ios devices using an application called “Brailliant sync” which can be found on the APP store. The Brailliant 14 also has a joystick which can be used for navigating on screen readers and within the internal menu.

## Q: What is included in the box of the Brailliant 14?

A: The Brailliant 14 includes:

* Brailliant 14 display
* Carrying case with lanyard
* USB cable
* Wall AC adaptor for charging.
* Quick start guide, Braille / Print
* Companion CD

## Q: What are the buttons on the Brailliant 14?

A: The Brailliant 14 prides itself on a high quality, durable design with a simple, minimalistic interface. With the device in front of you as if you were going to begin typing:

* Left edge of the device
* The front slot is a micro USB charger and connector to a computer when necessary
* Behind the slot is the power button. Press and hold for 3 seconds to power off / on
* Back edge
* The switch on the back left corner toggles between the Brailliant’s internal applications (Notetaker, stopwatch and settings), and the braille terminal mode. Having the switch to the left puts the Brailliant in application mode while switching it to the right puts it in braille terminal mode where you can pair with other devices.
* Right edge has no buttons on it.
* Front edge:
* HumanWare’s signature thumb keys. From far left to far right they are (Previous, left, right and next). Typically the two outer thumb keys navigate from item to item, and the two inner thumb keys pan the braille display left or right.
* Face of the device:
* At the top of the face of the Brailliant, you have your standard 8 dot braille keypad. From left to right the keys are, (Dots 7/backspace, 3, 2, 1, 4, 5, 6, 8/enter).
* Between and slightly above dots 1 and 4 is the Brailliant joystick. This allows for simple navigation among items. It also emulates the flick left, right, up and down gestures found on iOS. Pressing in on the joystick selects items.
* Below the keypad:
* You will find the Brailliant’s 14 high-quality braille cells. Above each cell is a unique touch cursor. Rather than needing to press a button to activate a cursor router key, you simply slide your finger up from a cell and the touch sensor will detect the location of your finger and either rout the cursor to that cell or activate that item. You will feel a slight vibration of the device when finger detection is made.
* In front of the braille display:
* You will find the Brailliant’s ergonomic spacebar.

## Q: Does the Brailliant 14 have a user replaceable battery?

 A: No, to provide optimal battery life, the battery must be replaced by HumanWare or an authorized dealer.

Q: What is the battery life, and how do I recharge it?

A: To optimize the battery calibration, we recommend charging the device for a minimum of 8 hours before the first use. After the first use, it will take 4 hours to fully charge the battery. When fully charged, the Brailliant can be used for up to 20 hours when used with Bluetooth. If however you find your battery level inaccurate you might need to perform a battery calibration. Refer to [Q: My battery seems to drain quickly, or it gives me the wrong battery level?](#_Q:__My) for more information.

## Q: What can I do if my Brailliant beeps?

A: The Brailliant's battery management system includes a battery protection circuitry that prevents it from being damaged by total discharge. If the battery is low, the Brailliant will warn you with a beep before switching off automatically.

## Q: What are the dimensions of the Brailliant 14?

A: Size: 166x100x23 [mm] ;

weight: 285 Grams, 0.63 lbs

## Q: How many devices can the Brailliant 14 pair with?

 A: 5 devices at once.

## Q: How do I switch between my Bluetooth devices?

 A: Whilst in Braille terminal, double press the on/off button to access the menu. Press c to jump to connections and press enter. Here you will have list of all your paired devices, choose the device you want by press enter on the selected pairing name.

## Q: Does the Brailliant 14 come with a carrying case?

 A: Yes the device comes with a protective leather pouch that allows for the device to remain protected while in use.

## Q: What screen readers will the Brailliant 14 work with?

 A: At the time of launch the Brailliant 14 has been approved by Apple to work with Voiceover on iOS and Mac, Android, SuperNova, Jaws and NVDA.

## Q: How do I set up my device and iPhone for synchronizing notes I want to take on the Brailliant?

 A: 1. download the Brailliant Sync app from the App store.

2. Ensure your Bluetooth is turned on. If it is not, enter your iOS control Center by touching the status bar at the top of the screen where the time is found and perform a 3 finger swipe up gesture. Find the Bluetooth item and make sure it is on.

 3. On your home screen double tap to activate the Brailliant Sync app.

 4. Double tap on the add an account button.

 5. Select if you have a Google or other account by double tapping on the appropriate item.

6. Fill in your account info, double tapping on the save item in the top right corner of the screen

when done.

Your account is now set up, and within a few seconds you will see your account appear on your

Brailliant after you select the Notes item.

## Q: How do I set up my device and Android for synchronizing notes I want to take on the Brailliant?

 A: Unfortunately, Android is currently not supported for synchronizing notes. We do however anticipate creating an app in due course.

## Q: How do I create a new note?

 A: Select the notes item from the Brailliant’s main menu. Find the account you want to use and activate it with a cursor router or pressing the joystick. Press a space with N for New note.

## Q: Can I type notes in contracted braille?

 A: Yes, another of the Brailliant 14’s unique capabilities is that it has an embedded braille translator. This ensures that you can type in your chosen braille grade and your content will be translated to be viewed or modified on other devices.

## Q: What are the Brailliant’s shortcut keys for navigation among menu items?

A: The most powerful way of navigation is first letter navigation. For example, pressing N will jump the focus to the notes application, this makes it a more efficient and straightforward way of accessing menu items. You can also choose to navigate using the next or previous thumb keys and using a cursor router key to activate items. Pressing the command space with E (dots 1-5) will exit an existing menu or application.
You can also use the joystick, pressing it right to move forward through a menu or left to move back in a menu. Flicking it down or pressing in on the joystick will activate an item while flicking it up exits the existing menu.

## Q: What are the shortcut keys when in a note?

 A: When in a note you can perform the following shortcuts:

 New line: joystick action, dot8

backspace: space+dot1+dot2, or dot7

Previous line: space + dot1, joystick up

Next line (paragraph): space + dot4, joystick down

Previous word: space + dot2

Next word: space + dot5

Previous character: space + dot3, joystick left

Next character: space+dot6, joystick right

Jump to beginning of note: space+dot1+dot2+dot3

End of the note: space+dot4+dot5+dot6

Save without exiting: space+ S, dot2+dot3+dot4

Save and exit: space+ E, dot1+dot5

Exit without saving Space + Z, Dots 1-3-5-6

In notes list, delete note Space with D (Dots 1-4-5)

In notes list, force sync Space with S (Dots 2-3-4)

## Q: Does the Brailliant 14 have a clock?

 A: Yes, when you turn on the device in the application mode you immediately see the time.

## Q: How do I pair my Brailliant 14 with my iPhone?

 A: You pair your Brailliant 14 with your iPhone running iOS 10.3 or later via the standard Voiceover method.

* On your Brailliant 14 ensure the toggle switch is to the right and the unit is on. This ensures the Brailliant is in terminal mode and ready to be paired with devices
* From the home screen activate settings
* Activate General
* Activate accessibility
* Activate Voiceover
* Activate Braille
* If Bluetooth is not turned on you will be prompted to do so now
* At the bottom of the list, you will now find the Brailliant 14. Activate it, and it will immediately pair

## Q: Can I use my Notes app on my iPhone to see my synced notes?

 A: Yes, if you have set up your mail app to sync notes in the iOS settings under mail, then yes you can use the Notes app to access notes that have been synchronized. To ensure that your email accounts are set to sync notes, open the iOS settings app, activate Notes, and activate your account. Ensure that notes are set to on.

## Q: Can I sync notes with Gmail?

 A: Yes, it is essential you turn on IMAP syncing in the Gmail site. Log into www.gmail.com. Select Settings, and choose the “Forwarding and Pop / IMAP” link. Ensure that IMAP is enabled and save the settings. Now all notes taken on your Brailliant will be synced with your notes folder in Gmail.

## Q: My battery is draining quicker than expected, or it gives me the wrong battery level?

 A: The Brailliant has an onboard battery gauge and might need calibrating. To calibrate the battery make sure the Brailliant is fully charged by leaving it on charge for 8 hours. Once fully charged continue to use the Brailliant until it has fully discharged continuing to ignore the battery level reading. On charging up the second time the Battery will be calibrated with an accurate battery level reading.

Q: Can I restore my Brailliant 14 to defaults?

A: No, there is no function to restore to factory defaults.

## Q: What languages are supported?

A: Currently English is the only system language however we will be introducing further languages during the upcoming months.

## Q: Can I switch between literary braille and computer braille when in note?

A: Yes, to switch between your chosen braille table **press space with g**.

## Q: What literary braille tables are supported?

A: The following literary braille tables are support with more expected in due course:

* UEB
* UK
* US
* French UNI (In testing)
* French FR (In testing)

## Q: What computer braille tables are supported?

 A: The following computer braille tables are supported on the Brailliant 14:

* English US
* English UK
* Arabic
* Danish
* German
* French
* Norwegian
* Dutch
* Polish
* Swedish
* Xhosa
* Zula
* Africaans

## Q: How do I set the date and time?

A: The date and time can not be set manually from the user. In order to set the date and Time ensure you have setup you device for Synchronization. Please refer to [Q: How do I set up my device and iPhone for synchronizing notes I want to take on the Brailliant?](#_Q:__How) for more information on setting up your device for synchronization.

## Q: How do I upgrade the Brailliant 14?

 A: To upgrade your Brailliant 14 Firmware:

1. Download the Brailliant 14 upgrade file and make sure you remember its location on your disk.
2. Install the Brailliant BI 14 Updater on your PC from your Brailliant 14 CD or from our website at [www.humanware.com/Brailliant\_support](http://www.humanware.com/brailliant_support)
3. Run the Brailliant BI 14 Updater on your PC.
4. Connect your Brailliant 14 to your computer with a USB cable. Your computer should now recognize your Brailliant.
5. Turn on your Brailliant 14.
6. Make sure you are in Application mode – the switch in the rear of your device should be in the **left position** (the position closest to the edge of your Brailliant). Switch to Application mode now if you are in Terminal mode.
7. Scroll to the About menu of your Brailliant and press Enter.
8. In the About menu, scroll to the Upgrade item and press Enter.
9. On your PC, click the **Choose…** button in the bottom left portion of the Brailliant 14 Updater window.
10. A file explorer window will open. Find and open the firmware upgrade file you downloaded at step 1. This file should be a **.dfu** file.
11. Click the Upgrade button in the bottom right portion of the Brailliant 14 Updater window.
12. Wait until the upgrade process is completed. This may take several minutes.
13. Once the upgrade process is complete, press and hold the Power button for 10 seconds. Your Brailliant will close.

Your Brailliant 14’s firmware is now up-to-date.

## Q: Can I have more than one account for synchronization of notes?

A: Yes, simply add your accounts the same way and all notes and account will be synchronized to the Brailliant 14.

## Q: What is the warranty for the Brailliant 14?

 A: US and Canada: One (1) year

Continental Europe and UK: Two (2) years

Australia and New Zealand: One (1) year

 Other countries: One (1) year

 It’s also possible to purchase a Service contract via Customer Service at 1-800-722-3393