BrailleNote Touch Frequently Asked Questions

This document outlines some of the most frequently asked questions that you might have when getting to know the BrailleNote Touch.

## Q: What is KeySoft?

A: KeySoft is in general the way you experience the BrailleNote Touch. It is both the environment you see when you start your Touch, such as the main menu, and various KeySoft apps like KeyWord, etc. However, it is also the primary accessibility service which makes apps and your experience with the Touch accessible.

For example, KeySoft handles all the speech and Braille output you receive. It also controls TouchBraille or keyboard entry when you edit in various apps. In short, KeySoft is the interface you experience when using your Touch, ensuring everything is both accessible and efficient when using the device.

Speaking of efficient and simple, KeySoft includes such features as first letter navigation, allowing you to reach various items on the screen more efficiently, just by typing their first letter. This is especially useful if you do not know exactly where a “Next” button is located, just type an N and KeySoft will jump to the first item that starts with N.

## Q: A SD card was included inside my Touch’s SD slot in the back, what is it?

A: HumanWare has partnered with Mystic Access to create an extremely comprehensive audio tutorial both in Daisy and mp3 format. This card contains both versions of the audio tutorial and can be played using the Victor Reader app. simply open Victor Reader from the main menu and you will see the tutorial begin playing. This audio tutorial contains almost 12 hours of audio content and covers virtually any question you may have related to your Touch. You can also find this tutorial on HumanWare’s support web page at www.humanware.com/touch\_support.

## Q: On my previous BrailleNote, I was able to use contextual help to quickly understand keystrokes and how to navigate. Does the Touch have something like this?

A: KeySoft on the Touch also has contextual help. In any situation, press SPACE with H and you will be placed in the contextual help screen. Here you can learn how to navigate your current app or location, identify general commands, and see how to access more shortcuts and keystrokes for that situation.

## Q: What is the contextual menu?

A: In past versions of KeySoft, contextual help provided both navigation commands along with every keyboard shortcut for almost every situation you entered with the BrailleNote. Many users mentioned that this amount of information was often overwhelming.

KeySoft on the BrailleNote Touch uses contextual help to instruct you of your current location and how to navigate it, but uses a new function called the contextual menu to inform you of all the keyboard shortcuts for a current app or situation.

To activate the context menu, press SPACE with M, or press the menu button on the front of your Touch. The menu button is the square shaped button next to your home button. Similar to right clicking on a windows computer, the context menu provides the most common functions and keyboard shortcuts for your current situation in a KeySoft app. For example, let’s imagine you have forgotten the keyboard shortcut to send an email. Simply activate the context menu from your email message and navigate through its items. You will find one which says “Send Email, BACKSPACE with S”. You can now press ENTER here to actually send the email, and also will remember that BACKSPACE with S is the shortcut to send emails quickly the next time you need to send an email.

## Q: What is TouchBraille?

A: TouchBraille is the innovative method that BrailleNote Touch uses to enter Braille on the touch screen of the BrailleNote. While using TouchBraille, the virtual keys will find your fingers. To type using TouchBraille, simply lay all 10 fingers on the Touch's touchscreen to start finger recognition. To confirm your fingers were recognized by your Touch, you will receive a short vibration. After feeling the vibration, you can begin typing on the touch screen as if you were typing on a physical BrailleNote keyboard. Using your right little finger for ENTER (Dot 8) and your left little finger for BACKSPACE (Dot 7). You can use either of your thumbs for the spacebar.

## Q: Is there a recommended way to improve typing with TouchBraille?

A: Yes. Because TouchBraille is used to type on a touchscreen, virtually no force is needed when typing. The recommended position of your hands when typing using TouchBraille is to place your wrists on or in front of the Braille display and place all 10 fingers on the screen to receive the short vibration meaning your fingers were successfully recognized. Upon feeling this vibration, lift all 10 fingers slightly off the screen while leaving your wrists resting on or in front of the Braille display. Type normally while flexing only your fingers up and down. This ensures that you are allowing the keys to follow your fingers in a general predictable pattern. TouchBraille provides a method for typing which allows a Brailleist to type using less motion, thus producing less strain on the hands.

## Q: How do I edit in an edit box, and what is edit mode?

A: Because KeySoft allows for you to use first letter navigation to find items on the screen more efficiently, you must identify when you want to be inserting text or editing, versus using first letter navigation to quickly jump to items. This mode is called edit mode.

When you want to type characters into edit boxes or text fields, you first need to activate those edit boxes to tell KeySoft you are ready to enter text. When you press ENTER or a router key on an edit box, you will activate edit mode. You will know you are in edit mode because you will hear a rising tone if you have sounds turned on, and will see your cursor appear between the edit box brackets. Now anything you type will be entered into that edit field. To leave edit mode, you can simply press the Next or Previous thumb key and your focus will leave the edit box and go to the next item on the screen and you will be no longer editing. Alternatively, you can simply press exit (SPACE with E) or the back button, and your focus will remain on the edit box, but you will be out of edit mode. You will hear a lowering tone and see your cursor disappear from the edit box on the display. Now you can go back to using first letter navigation to jump to different items on the screen.

Note that in some KeySoft or 3rd party apps, doing a function may automatically put you in edit mode. For example, in KeyMail, choosing the “New Message” option will automatically open the new message composition screen with your focus in the “send to” edit field and edit mode active. In certain situations, this is done to simplify the flow of doing a task. Also, pressing ENTER while editing can do a number of things depending on what the app developer has set that function to do. For example, if writing an email, after typing your recipient’s email address, pressing ENTER activates a next function and moves your focus to the subject field in edit mode so you can immediately type the subject of your email message. You can check the functionality of the ENTER key in the contextual help menu.

## Q: When I am typing in computer Braille, I cannot perform shortcuts that use ENTER or BACKSPACE. Why?

A: Because the BrailleNote Touch will be able to be localized in many languages, some using 8 dot Braille and others using 6 dot Braille, users have asked that computer Braille be more standardized to ensure symbols are easy to type. This is why computer Braille is always using 8-dot computer Braille. Now if you are using English, for example, which does not have any specific characters represented by just dot 7 or just dot 8, dot 7 or dot 8 function as BACKSPACE or ENTER, as you are used to. However if you are typing in a language for computer Braille which has characters represented by just dot 7 or dot 8, then you will need to press SPACE with dot 7 to do a BACKSPACE or SPACE with dot 8 to do an ENTER.

The general rule to remember is that when in computer Braille, all commands must use the spacebar. Therefore, if you are using English computer Braille, and want to check the time which is normally entered with T, you need to press ENTER with SPACE with T. If you want to change your language profile, which is done usually with ENTER with L, you need to press ENTER with SPACE with L in computer Braille.

## Q: In English computer Braille, how do I type common symbols for email addresses?

*US Computer Braille*

A: To type an at (@) symbol press dot 7 and dot 4.

 To type an underscore (\_) press dots 4-5-6.

 To type a period (.) use dots 4-6.

 To type a hyphen (-) use dots 3-6.

*UK Computer Braille*

A: To type an at (@) symbol press dots 2-3-4-6 and dot 7.

 To type an underscore (\_) press dots 3-4-6.

 To type a period (.) use dots 2-5-6.

 To type a hyphen (-) use dots 3-6.

## Q: How do I charge my BrailleNote Touch?

A: The BrailleNote Touch comes with a specific AC adaptor included with your BrailleNote Touch. You will be able to charge your Touch fully in around 4-5 hours of having it plugged in to AC power. Because the Touch uses a micro USB cable to charge and connect to computers for data transfer, you can potentially charge the device with other AC adaptors for other devices which use a micro USB connector. However, note that when not using the specific adaptor, or when connected straight to a PC, charging time is greatly increased. If you want to fully charge your Touch, it is highly recommended to use the adaptor that shipped with your Touch. You can verify that it is charging optimally by doing the power command of ENTER with P. After the percentage you will see either “AC charging”, or “USB charging”. AC charging means it is charging as fast as possible.

## Q: Can I install 3rd party apps from the Google Play Store?

A: Absolutely, this is one of the most significant advantages of the BrailleNote Touch. The BrailleNote Touch is the first accessible device designed for those who are visually impaired to be certified by Google. It brings the efficiency of using a traditional note taker to a mainstream tablet designed for users who are visually impaired.

Keep in mind that KeySoft abides by the accessibility rules provided to Android developers, meaning the developer of the app you would like to download has to have developed the app with accessibility in mind. Many apps on the Play Store are accessible, however many are not.

Remember that the accessibility of a 3rd party app completely depends on the developer of that app, and HumanWare in no way guarantees the quality of accessibility when using 3rd party apps. If you do come across an app which does not work with KeySoft, your best course of action is to contact the developer of that app to explain the inaccessibility of their app related to Google’s accessibility guidelines.

Having said this, many apps work extremely well when downloaded, and KeySoft’s abilities of first letter navigation, instantly typing in Braille in editing situations with TouchBraille, and simple, familiar navigation using the Braille keyboard commands, makes using 3rd party accessible apps a much more efficient experience.

## Q: Why are my apps updating by themselves?

A: When you receive your BrailleNote Touch, it is required by Google that automatic updates of apps from the Play Store be turned on. However, it is highly recommended that you turn this off to avoid unexpected app updates that could render those apps inaccessible. Many app developers try to improve accessibility with app updates, however at times updates can also create accessibility bugs in those apps, rendering some or all capabilities of those apps non-functional. It is recommended that you wait to update third party apps until you have heard from other Android or Touch users that those apps are still working optimally.

To turn off automatic app updates do the following:

1. Open the Play Store from the main menu.
2. Press O to jump to the “Open navigation drawer” button and press ENTER.
3. Press your Next thumb key repeatedly until you find the settings option and press ENTER.
4. On the settings screen, press the Next thumb key to find the item called “Auto update apps”. Press ENTER to see your choices.
5. Press ENTER on the choice “Do not auto update apps”.
6. Now your apps will not be updated automatically.

To manually update apps, you can go back into the navigation drawer and choose the option called “My Apps and Games”. Here you will see a list of all apps which have available updates. Pressing the “Update all” button will update all the apps, and clicking on each one of the apps will allow you to see what is new in those updates.

## Q: My YouTube app updated itself and is not responding when I try to play a video. What is going on?

A: Recently, Google has released updates to the YouTube app which have accessibility issues when users are using an accessibility service. To fix the problem, you can use the following work around. It is recommended though that you turn off auto app updates (See above steps) so this does not happen again.

* Open your all applications menu from the Touch’s main menu.
* Type Y to jump directly to YouTube.
* Press the square button on the front of the Touch to open the context menu.
* Activate the “Open app info” item to bring up the YouTube app settings.
* Type U to jump to the item named “Uninstall app updates”, and press ENTER.
* Confirm you want to uninstall the updates and go back to the app that came with your Touch.
* Now re-open YouTube and when asked, do not update to the latest version.
* You can now play videos with no issues.

If you want to have apps auto update but want to keep YouTube at its factory version, you can do this:

* Open the PlayStore and search for the YouTube app.
* Press enter on the YouTube app result to open the app page.
* Press the context menu button, (Square button on the front of the Touch), and press the Next thumb key to find the Auto update checkbox.
* Press enter to ensure that auto update checkbox for YouTube is turned off.
* Now your other apps will update themselves while YouTube remains at its stable version.

## Q: How do I uninstall an app I no longer want?

A: From the main menu, select the all applications item. Type the first letter repeatedly of the app you are looking for until you find it. Then press SPACE with M or the context menu (square button), to open up that app’s context menu. Choose the “Open app info option”. On the App Info screen, you can type U to quickly jump to the Uninstall button and press ENTER.

## Q: How do I select text using the BrailleNote Touch?

A: In past versions of the BrailleNote, you may remember the block commands menu. We received feedback from users that they preferred an easier method for selecting, copying and pasting text.

While editing, to select text you need to start and stop a selection. To start the selection, place your cursor on or in front of the character where you want the selection to begin, and press ENTER with S together. You will see and hear “Selection Start”. If you check your cursor, you will also notice that your cursor is flashing to indicate that you are currently in the process of choosing your selection ending point. Now position your cursor after the character where you want your selection to end. Press ENTER with S together and you will see and hear, “Selection End”. You will also notice that your selected text is now underlined by dots 7 and 8 to indicate what has been selected.

From here you can cut, copy or paste the selection.

Cut using BACKSPACE with the letter X at the same time.

Copy using BACKSPACE with the letter Y at the same time.

Paste using BACKSPACE with the letter V at the same time.

## Q: How do I create a print hard copy for a sighted teacher or colleague?

A: Because the BrailleNote Touch is technically a Braille tablet, the reality is that printer manufacturers do not create direct USB drivers to connect to tablets and smart phones. Having said this, there are several simple and often more convenient ways to print from your BrailleNote Touch.

First off, check the GooglePlay Store for a printer app that supports your printer. Often, printers such as HP have specific apps which allow tablets to print wirelessly to these printers. Simply download and install the app from the Play Store and it will search for your specific printer. Then, choose the print option from KeyWord’s menu and it will create a PDF of that document which you can print to that printer.

If your printer manufacturer does not have an app, you can always use CloudPrint to print on a standard printer. CloudPrint is a way to use any connected printer to a computer as a wireless printer. Simply register it to your Google Account and it will show up in CloudPrint. For complete details from Google on how to do this, click the below link:

<https://support.google.com/cloudprint/answer/1686197?hl=en&rd=1>

## Q:  I use the HP Print Service plugin service to print to USB printers and now it is crashing and not allowing me to print.

A:  Recently HP updated the print service plugin app and it is no longer functioning to print to various printers.  It is recommended to   uninstall this app.  To do this:

1. Press space with O for options menu
2. Press a for Android system settings and press enter
3. Press A again to jump to the Apps section and press enter
4. Press H repeatedly until you find HP print service plugin and press enter
5. Press U to jump to the uninstall button and press enter
6. Confirm with the ok button

Now open the PlayStore, search for the app “Print Hammermill” and press enter.  Find the app and install it.

* Connect your printer to your Touch with USB
* Open the android settings and go to printing and  choose the Hammermill item.  A prompt will ask you to allow Hammermill to have access to the USB device, check the “use by default” checkbox and press Ok
* You should see your printer in the list
* Now in Keyword, when choosing to print ensure you use the “Hammermill” option to print the file and all will print successfully.

## Q: I heard that the older BrailleNotes used a version of Windows CE as their operating system. What is my BrailleNote Touch using?

A: The BrailleNote Touch uses Android as its operating system, but make no mistake that the experience you have on a daily basis is KeySoft. The daily productivity apps are based on KeySoft, and even when you use 3rd party Android apps, you are experiencing KeySoft structure when navigating around and interacting with those apps.

## Q: What version of Android is the BrailleNote Touch using as its operating system?

A: The Touch uses Android 4.4 Kitkat as its operating system in the background. We needed a stable foundation to build KeySoft upon and Kitkat provided the best experience for our users with the accessibility benefits provided to our developers by Google.

Because of our Google partnership we have integrated features from more recent versions of Android into the Touch, to create the most accessible and efficient experience for our users. Today, over 50% of all Android devices are running an operating system less than Android Kitkat worldwide, so we are confident that Google will continue to support Kitkat for several years to come.

## Q: Will the Touch receive security updates if Google makes them available?

A: Yes. Google supports Android Kitkat and provides HumanWare any security patches that are made available for them to be provided in a wireless update of the BrailleNote Touch’s software. As security, stability and efficiency are our top priorities with this product, such security updates will be made available as soon as possible.

## Q: When HumanWare releases an update for my Touch, how do I update the device?

A: An update will come in two forms. Either you will be notified via a notification and you need to only activate the notification, or when you see a notice from a HumanWare eBlast or hear from someone that the Touch has an update, simply select KeyUpdater from the all apps menu and your Touch will tell you there is a new update available. Simply press ENTER or a router key on it and it will download and install. Updates can take between a half hour to an hour to download and install depending on your internet speed. You can download the update in the background while doing other things.

Alternatively, you can download the update on a PC and put it on an SD card. Simply insert the SD card into your Touch and run KeyUpdater. It will immediately find the update on your card. Press ENTER or a router key and it will install.

## Q: How can I open a zip file?

A: At the moment, you cannot directly open zip files in KeyFiles. However, one of the advantages of being built on the Android platform is the ability to find an application that will do just that on the Google Play Store. One such application is called AndroZip, and can be downloaded for free from the Google Play Store. Once installed, it will enable you to open zip files directly from KeyFiles.

## Q: I speak multiple languages, can the Touch support the changing of languages when writing documents?

A: Yes, the Touch uses something called language profiles to manage your text to speech language, voice and braille tables. It supports up to 10 different language profiles and you can toggle between them by pressing enter with L.

## Q: A sighted person needs to use my tablet. How do I disable accessibility?

A: Sighted persons might be confused with the accessibility features of your BrailleNote Touch, but that doesn’t mean they shouldn’t be using it. Quickly pressing the Home button three times in a row will disable accessibility allowing for classic tablet navigation used in mainstream tablets.

Simply press the Home button again three times to turn accessibility back on.

## Q: Can I use bookmarks in VictorReader?

A: Absolutely. Bookmarks are just one of the many features that make VictorReader so useful for reading books. The one thing you have to remember when navigating through bookmarks is to wait for VictorReader to start reading before skipping to the next bookmark to avoid overloading your BrailleNote Touch.

## Q: There’s something wrong with my BrailleNote Touch. Do I need to send it back?

A: Probably not. If your BrailleNote Touch is acting in a way it shouldn’t, you can always try starting it in recovery mode. Recovery mode will bring your BrailleNote Touch back to its original settings when you first received it, so make sure there is no simpler solution available. To start in recovery mode, enter Android settings by selecting All applications in the Main Menu, settings. Then go to Backup and reset, then select Factory data reset.

All your personal data will be erased, so make sure you made the necessary backups!

## Q: How do I check the version of an application?

A: To see the version of an application, select an application from the Main Menu or the All applications menu then press the Context menu button, the fifth button starting from the left on the front edge of your BrailleNote Touch. This will open a window with two options. Select Information to view the version of the application.

## Q: What do I do if my BrailleNote Touch becomes slower?

A: You may be receiving too many updates from third party applications. These can be disabled in the Google Play Store Settings. To deactivate these updates, open the Play Store, select and activate the “Show navigation drawer button”, then select and activate the settings menu item. In the settings menu, select and activate Auto-update apps, then activate Do not auto-update apps.

## Q: How do I use my email account in KeyMail?

A: Even if you entered your Google Account during the Google Wizard when you first started your BrailleNote Touch, you will need to enter a new email account upon starting KeyMail for the first time. To use an account in KeyMail, you need to launch KeyMail and follow the instructions to create an email account which could be either a Google or other type of account. If you want to use the same Google account you connected your device with in the Google wizard, you can but you have to create it again in KeyMail. Please note that there is no accessibility available when creating a Google account.

## Q:  My BrailleNote Touch won’t connect to my GMail account with the KeyMail app.

A:  Google frequently updates and modifies its security requirements for various applications utilizing its Gmail service.  When  using Gmail with many applications, including Outlook on windows, users need to enable “Less secure apps” in their Gmail settings.  To do this do the following:

1. First remove any Gmail accounts in KeyMail.
2. Using your web browser, go to this Gmail page and log in to your Gmail account:
<https://myaccount.google.com/security?utm_source=OGB&utm_medium=act#connectedapps>
3. Click on the “Sign in and security” link on the left side of the screen
4. Click the “Connected apps and sites” link that shows up below it
5. Now in the middle of the screen you can scroll down to the “Allow less secure apps” heading, or use your screen reader’s heading navigation to get down to this point.  Check the box to turn this setting on.
6. Now that you have enabled this setting in Gmail, you can now open KeyMail on your Touch and add your Gmail account.  All will work well going forward.

## Q:  When adding my Gmail account to KeyMail, I get the prompt “The username or password is incorrect”?

A: When a customer has signed up for 2-Step Verification, Google will normally send you verification codes via your chosen method (Text, email or phone). However, these codes do not work with some apps and devices, like Outlook and KeyMail. Instead, you’ll need to authorise the app or device the first time you use it to sign in to your Google Account by generating and entering an App password.

**How to generate an App password**

1. Visit your [App passwords](https://security.google.com/settings/security/apppasswords) page. (<https://security.google.com/settings/security/apppasswords>) You may be asked to sign in to your Google Account.
2. At the bottom, click **Select app** and selectthe **Mail** option.
3. Click **Select device** and select **Custom name**, then write KeyMail.
4. Select **Generate**.
5. You will be given an App password (the 16 character code in the yellow bar) on your device.
6. Select **Done**.

*Once you are finished, you won’t see that App password code again. However, you will see a list of apps and devices you’ve created App passwords for.*

1. Return to the main menu, open up **KeyMail.** Enter your ***username*** but replace your ***password*** with the 16 character code.
2. This will then grant you access to your account through KeyMail

## Q: What types of email accounts can I sync with my BrailleNote Touch?

A: The Touch can sync with almost any type of email account assuming you know its credentials and settings. The most popular are Pop3, Exchange, and iMap.

## Q: How do I delete my email account?

A: Because your email account is organized very closely with your Google credentials, you can modify or remove it via the Android settings.

1. Access the Options menu with SPACE with O.
2. Press A to select Android Settings and press ENTER.
3. Navigate down the list until you find the account you want to remove. You will see something like “Google”, or iMap if it is your Gmail account you set up in KeyMail, or corporate if it is an exchange account. Activate the desired account.
4. Now click on the item that says “Sync” followed by your email address.
5. You are in your sync settings for your account. Either press the “More options” item or the context menu to enter your sync options. You can navigate using your Next thumb key until you find the “Remove Account” option. Press ENTER and press OK to confirm you want to remove that email account.

## Q: Why is there an SD card underneath the battery?

A: This SD card is the heart of your BrailleNote Touch. Do not tamper with the internal SD card or use it in a PC, as this can cause irreparable damage to your device. You can, however, insert this SD card into another BrailleNote Touch and use it as if it was your own. All your personal information, preferences and settings are saved on this card and will be available if you transfer it to another BrailleNote Touch.

## Q: Can the BrailleNote Touch open files created as KWB files on past BrailleNote devices?

A: Because the BrailleNote Touch always is working in mainstream document formats with perfect Braille translation, it is unable to open KWB files. Please follow the steps below to export files from KWB format to Microsoft Word format using the BrailleNote Apex.

1. Press dots (SPACE with dots 1-2-3-4-5-6) to reach the main menu.
2. Type the letter F to go into the File manager menu.
3. Type the letter T to go into the Translation menu.
4. Type the letter E to choose the Export option.
5. Press SPACE with D to reach Drive list.
6. Type the letter F to choose the Flash disk.
7. The BrailleNote Apex will prompt export files from which folder? Press SPACE to reach the folder list.
8. Type the first letter of the folder where the files you wish to export are located. Continue typing the first letter of the item you are looking for, or SPACE until the desired folder is reached. Press ENTER.
9. The BrailleNote Apex will prompt document name? Press SPACE until the first file in the list is reached. To mark all the files in this folder, press ENTER with dots 2-3-5-6. To select files individually, press SPACE until you reach the first file you wish to mark and press SPACE with M to mark the file. Repeat this step until all of the files you wish to export have been marked. Alternatively, you can press ENTER with dots 2-3-5-6 to mark all files in a folder to quickly get everything exported from one folder.
10. Press ENTER. The BrailleNote will prompt export to which device? File.
11. Press ENTER. The BrailleNote will prompt export as which file type? ASCII file.
12. Press SPACE with dots 3-4 until Microsoft Word is selected.
13. Press ENTER. The BrailleNote will prompt destination drive?
14. Insert a thumb drive or SD card into the BrailleNote Apex.
15. Type the Letter S for SD cards, or H for Hard disk, which is the thumb drive.
16. The BrailleNote will prompt folder name? Type the name of the folder where you wish to place the exported files.
17. Press ENTER.
18. If the folder exists on the drive, the files will be exported. If the folder does not exist on the drive, the BrailleNote will prompt folder does not exist, create a new folder?
19. Press the letter Y, the folder will be created, and the files will be exported.

## Q: Can I bring my files from my past BrailleNote’s address list, calendar, or databases to my new Touch?

A: Because the Touch is using truly modern synchronization technology that was not available in past models of the BrailleNote, there is no direct method to transfer these types of files to the Touch. If you have access to a PC running Windows 7 or earlier, you can use KeySync to sync your calendar and contacts with Microsoft Outlook. Note that due to many variables related to Microsoft Outlook, virus protection programs etc., HumanWare cannot guarantee this valid synchronization.

Alternatively, in KeyList, KeyPlan or KeyBase on past BrailleNotes, you can print your calendar, contacts list, or databases to either a file or directly emboss them to a hard copy. At that point, you could enter them into either the PC using your Google or Exchange contacts and calendars and have them sync directly to the Touch. You can also enter them directly into the Touch itself.

## Q: Does the BrailleNote Touch provide a specific configuration for those with the use of only one hand?

A: Yes, the user must press and hold down the enter key and then press and hold the Action button (found on the right-side edge). The user must hold those two buttons for 5 seconds to activate one-handed mode. A message will follow afterwards to inform the user that the mode has been activated. To deactivate the one-handed mode, the user must do the same combination of buttons and hold it down for 5 seconds, a message will follow to inform that the system is out of one-handed mode, and the system will back in the original mode.

## Q: What are the dimensions and weight of the BrailleNote Touch both by itself and in its carrying case with the Braille keyboard?

 A: Outside the case:

 •             Height: 2.06 cm (0.8”)

•             Width: 24.4 cm (9.5”)

•             Depth: 16.2 cm (6.3”)

•             Weight: 900 g (2 lbs.)

Inside the case:

 •             Height: 4 cm (1.6”)

•             Width: 25.8 cm (10.2”)

•             Depth: 17.5 cm (6.9”)

•             Weight: 1420 g (3 lbs.)

## Q: Can users use Bookshare to read books on the unit?

A: Absolutely, the Touch comes with the popular VictorReader book reading function on it, optimized for Braille. You can download books from the web and read them using the VictorReader app, or even download the “GoRead” app from the GooglePlay Store.

Q: Does the BrailleNote Touch have a reset button? If so, what kind of resets will I be able to perform?

A: The Touch does not have a reset button. Holding the power button for 15 seconds will force shut down the unit. Then, press and hold the power button again for five seconds to restart it. Keep in mind that because Android is the backbone of KeySoft now, resetting your entire unit will rarely need to be done. Because KeySoft has been rewritten from the ground up, if a problem occurs, that problem will be local to that specific app. You will be able to close the app completely and reopen it without ever needing to restart your Touch, ensuring you stay efficient at all times.

## Q: What types of WI-FI does the BrailleNote Touch support?

 A: The Touch supports WI-FI bands of B, G or N, 2.4 GHZ.

## Q: What is the speech like on the BrailleNote Touch?

A: The default speech engine is Acapela, but one can download any 3rd party TTS engine they prefer. You can use up to 4 Acapela voices downloaded on your device.

## Q: Can the speech be turned off and on like on other BrailleNotes?

 A: Yes, with the same toggle of SPACE with Previous thumb key (Far left).

## Q: How do I clear the default app a file type opens with?

A: When you open a new file type, you will notice that your Touch asks you to select which app you want to open the file with, and whether you want to always open it using this application, or just once. If you selected always, this file type will always open with the app you selected without asking you.

If you no longer want an app to open a file type by default, follow these steps:

- Navigate to the app that always opens the file type either in the Main Menu or in All Applications (e.g. Google’s “Play Music” for .mp3 files).

-Open the context menu by pressing the square button or by pressing SPACE with M.

-Activate “Information”.

-Navigate to the “Clear defaults button” and activate it.

-The file type will no longer be opened with a default app.

## Q: When I am in a third party app, why does the top or bottom commands (Space with dots 1-2-3 or dots 4-5-6) not always take me to the first or last items on the screen?

A: In third party applications such as the Google Play Store, Google Docs, or YouTube, you may notice that often times the first item on the screen is something called a navigation drawer. This is an item which opens a menu related to app options and settings. The notification drawer button is often located in a tool bar at the top of the app, which is separate from the main app’s list of contents.

If we take the Play Store as an example, when you move past this navigation drawer with your Next thumb key, you will reach the search button, then the voice search button. These items are all in that toolbar mentioned above. Pressing the Next thumb key again will enter the main list of apps and games. You will notice you are in a list because you will hear a chime sound indicating that you have moved from the tool bar located either at the top or bottom of the screen, to the list of items in that app. If you press the Previous thumb key now you will hear that chime sound again indicating that you have now moved back up, out of the list and into the toolbar content.

This is important to know as when you are in a list the top and bottom commands you are accustomed to will only take you to the first or last item in that list, but not to the first or last item on the screen. To immediately reach the first or last item on the screen, in third party apps you can press the home or end commands, ENTER with dots 1-3 or ENTER with dots 4-6. Regardless of whether you are in a list or not, you will always move to the first or last item on the screen.

## Q: Can I add additional user profiles to my Touch?

A: At the moment, the BrailleNote Touch only allows for a single user profile.

## Q: I stopped receiving emails in KeyMail. What’s going on?

A: The auto-sync data option may have been unchecked by accident. To verify if that is the problem:

-Open the All applications menu

-Open the Settings menu

-Open the Data usage submenu

-Press the previous thumb key once and activate the “More options” button

-The first item, auto-sync data, should be checked if you want to automatically receive your emails.

## Q: I get an error message when I open KeyMail. How can I fix this?

A: You may have to do a “clear cache” in KeyMail and KeyMail Exchange Services. To do so:

-In the Main Menu, navigate to KeyMail and open the Contextual Menu by pressing SPACE with M.

-Activate “Information” and do a “clear cache” by pressing the Clear cache button.

-Next, access Android Settings by pressing Q with ENTER.

-Open the Settings menu and navigate to the Apps submenu. Press ENTER.

-Open the KeyMail Exchange Services app in All Apps and do a “clear cache” by pressing the Clear cache button.

-Still in the Android Settings menu, ensure that your account is synchronized. If the synchronization has failed, uncheck and check the box next to KeyMail in your account.

-Last, from the Main Menu, open KeyMail and refresh it by pressing ENTER with R.

## Q: My BrailleNote Touch is not recharging correctly. How can I fix this?

A: You may need to disconnect and reconnect the USB recharge cable to make sure your Touch is charging correctly.

-Press ENTER with P. If you get the message “USB charging”, disconnect and reconnect the USB cable.

## Q: Can I read BRF files with my BrailleNote Touch?

A: Yes, in the all applications menu you will find an app called KeyBRF. This app allows you to open and read BRF files. Remember that you are using native braille, so no text to speech is available in these types of files. With the release of the version 2.0 updates, you can now also create BRF files and open .BRL files as well.

## Q: Can I convert KeyWord files to BRF?

A: Yes, with the update to version 2.0 .brf and .brl are now available in the Save As screen to allow you to save a .docx or .doc KeyWord file as a Braille format.

## Q: Can I open multiple documents at once using KeyWord?

A: Yes, after upgrading to version 3.0 KeyWord now supports the opening of multiple documents. Note that when one switches away from documents, that document is automatically saved. For improved performance, turning on read-only mode in documents which you are not editing, will avoid needing to save the document every time it is switched from. There is no limit to the number of documents that can be open at one time, keeping in mind that the larger the documents and more documents that are open will reduce performance.

## Q: I am an Australian BrailleNote Touch user and my spell checker does not seem to be working. What is going on?

A: The Touch uses Google’s imbedded Android spell checker, which uses the English UK and US spelling dictionaries. You can change your spelling dictionary to the English UK version by:

* Opening KeyWord and activating the settings item.
* Press the next thumb key until you find the spell checker language and activate it.
* Navigate down to English UK and activate it.
* Now the spell checker will find misspelled words.
* If this still fails to work, refer to [“When changing the spell checker language in a document or performing a spell check with my existing language, why are misspelled words not being found?”](#_Q:_When_changing)

## Q: Can I emboss my files in hard copy Braille?

A: Yes, you can emboss from KeyWord. Currently the Romeo 60, Juliet 120 and Index V5 embossers are supported via wireless embossing. To do this:

* Ensure both the Touch and embosser are on the same WI-FI network.
* Using the embosser’s menu, find the embosser’s IP address and make note of it.
* Open KeyWord on your Touch’s main menu and choose the settings item.
* Press ENTER on the item “Embosser IP address” and type it in, and press ENTER when finished.
* Return to the KeyWord menu and choose the “Emboss” option.
* Select the file you want to emboss and press ENTER. Regardless of where your embosser is located, you will have a Braille hard copy in seconds.

## Q: Can I use my BrailleNote Touch to produce math content?

A: Yes, with the release of version 2.0, the Touch comes equipped with a revolutionary new app called KeyMath. This app is an equation editor which allows you to type math content using your preferred Braille code (Nemeth or UEB), and have it appear visually in perfect looking print math, immediately in real time.

To create a math assignment incorporating math content, do the following:

1. Create a KeyWord document.
2. Type any literary content necessary, such as your name, date, class, assignment, etc.
3. Put your cursor in the location where you want math content to be inserted and press the math command of BACKSPACE with M.
4. You will now find yourself in the KeyMath equation editor. Visually, the screen is broken up into three sections.
	1. Top section is the Braille content, which will not be read until you navigate to completed lines of an equation.
	2. Bottom left section is a linear version of the math content so you can understand how it is being translated.
	3. Bottom right section is the perfect looking print math visual content that can be exported to your KeyWord math assignment.
5. Type your math equations using Nemeth or UEB pressing ENTER when finished with a line of the equation. Note that the equations will visually appear either when you press ENTER, or if you force a visual preview using ENTER with V. Up to 10 lines of math equation content is supported at one time.
6. When you have completed your math content, or have reached a point where you want to bring that math content into your KeyWord assignment, you can export the visual and Braille content to your KeyWord document by selecting the Export option from the context menu, or press the shortcut command of BACKSPACE with E.
7. The math content has been exported to your Touch’s clipboard and you will now find yourself back in your KeyWord word processor, and you can paste your math content using the BACKSPACE and V shortcut.
8. You will now see Braille math between an image start and image end tags which, in Braille look like $IMS and $IME. When you are ready to see what the print version of that math assignment will look like, you can create a visual preview by pressing ENTER with V. The document will immediately open as a visual PDF and a teacher or parent can see exactly what the math will look like.

## Q: If I have pasted some math content in my KeyWord math assignment and then realize I have made a mistake in some of the equations, can I edit those equations?

A: Yes, press a cursor router key inside any of the math content that has been pasted. You can see the focus has been brought to the math content because dots 7 and 8 will now be under the image start tag ($IMS). Press BACKSPACE with M and KeyMath will appear with the math expression already inserted. Edit the mistake and re-export the math content to your clipboard with BACKSPACE and E.

Now back in KeyWord, delete the incorrect math expression by simply placing your cursor after it and backspacing over it. Then, paste the new math expression with BACKSPACE and V.

## Q: I loved the symbol selector found in my Apex to remind me of math symbols I forgot. Does KeyMath on the BrailleNote Touch have a symbol selector?

A: Yes. When in KeyMath, access the context menu by pressing SPACE with M or the square button on the front of the Touch. Choose the item “insert symbol” or press the shortcut command of BACKSPACE with dots 3-5. Now you can select your category of symbols and your desired Nemeth or UEB math symbol. Simply press ENTER on it to insert the symbol in your math expression.

## Q: Can my BrailleNote Touch be used as a Braille display for other devices?

A: Yes. With the release of the Touch version 2.0 software update, your BrailleNote Touch can now be used as a fully functioning Braille display for other devices running screen readers. Simply activate the Braille Terminal app from your Touch’s main menu and choose how you want to connect to your secondary device (Bluetooth or USB). You can visit [www.humanware.com/touch\_support](http://www.humanware.com/touch_support) to find guides and drivers for connecting your Touch to various devices. Note that all drivers have been submitted to the major screen readers, but support needs to be implemented by the screen reader developers according to their schedule. At the time of release of version 2.0, WindowEyes and Apple devices are supported out of the box. Please contact your preferred screen reader to enquire about when they plan on implementing the BrailleNote Touch as a display.

## Q: How do I connect my BrailleNote Touch to my Apple devices as a Braille display?

A: From your Touch’s main menu, open the Braille Terminal app and choose Bluetooth as the method of connection. Then, do the following on your Apple device:

* Navigate to Settings > General > Accessibility > VoiceOver > Braille.
* Toward the bottom of the screen, you will find the list of displays your device sees.
* Choose “Brailliant 32 / BrailleNote Touch” and activate it.
* You will now be asked by both the Touch and Apple device if you want to pair them with each other. Activate the Pair button on both devices.
* The devices are now paired and the Touch can be used as a Braille display and controller for your Apple device.
* To exit back to the main menu but keep the devices paired or connected, simply press the Touch’s Home button on the front of the Touch.
* Note that currently if connecting with a Mac, Bluetooth is the only compatible connection method. Apple is currently implementing the USB driver.

## Q: How do I connect my BrailleNote Touch to my PC to function as a display with JAWS?

 A: First, download the HumanWare Braille Display tool from [www.humanware.com/touch\_support](http://www.humanware.com/touch_support)

* Run the tool on your computer and install the jaws driver if you are running a version less than JAWS 18.
* Follow the installation prompts and complete the JAWS installation.
* Now connect the USB cable from the Touch to your PC.
* Open the Braille Terminal app from the main menu and select USB as your connection method.
* Windows will begin installing the new driver and in a couple of minutes, your Touch will be ready to use as a display for your Windows PC.
* Open your JAWS settings, select Braille and ensure that the default display is set to BrailleNote Touch.
* Now, restart JAWS and you will see your Touch’s display activate. You can now control JAWS and read content in Braille using your BrailleNote Touch.

## Q: I use my Touch with my Google Education account and now I cannot access the Google Play Store.

A : For Google Education customers PlayStore app is not enabled by default for Education accounts. So the Google Education Admin has to go in and enable it for all users.

See the below excerpt from Google’s support documentation:

# **Turn Google Play on or off for users**

If you're an administrator of Google accounts for an organization, you can control who uses **Google Play** from their account. Just turn the service on or off for those people in your Admin console. People for whom you turn on Google Play can use it to download and purchase mobile content and apps in their accounts.

Before you begin: To turn the service on or off for select groups of users, put their accounts in an [organizational unit](https://support.google.com/a/answer/182537).

## **Control who uses Google Play**

1. Go to [Apps > Additional Google Services](https://admin.google.com/AdminHome#AppsList:serviceType=ADDITIONAL&appsFilter=ALL&ca=NONE).
2. Click **Google Play**.

**Tip**: Scroll to see all services. Or at the left, choose a **Filter** to narrow the list, for example, based on status or popularity.

1. At the top of the gray box, click More and choose:
	* **On for everyone** to turn on the service for all users (click again to confirm).
	* **Off** to turn off the service for all users (click again to confirm).
	* **On for some organizations** to change the setting only for some users.
2. If you chose **On for some organizations**:
	* Select the organization that contains the users whose settings you want to change.
	* Click **Override** or **Inherit**, whichever appears.

**Override** makes the setting stay the same, even if the parent setting changes.
**Inherit** reverts to the same setting as its parent.

* + If you clicked **Override**, click On  or Off  to change the setting.
	+ Click **Apply**twice to confirm.

Learn more about the [organizational structure](https://support.google.com/a/answer/4352075).

1. Click **Apply**.

## Q: How can I emboss a graph?

A: After creating a graph in KeyMath, you can choose to export the image to Firebird Mobile. Firebird mobile is an application that was introduced by Enabling Technology and allows BrailleNote Touch users to emboss their graphs.

**Please note that Firebird is a third party application that only embosses through USB.**

To emboss your graph, please follow these steps:

Make sure you have updated KeySoft to use this feature. If you require information on how to update KeySoft, please click on the following link:

[Q: When HumanWare releases an update for my Touch, how do I update the device?](#_Q:_When_HumanWare)

1. Once you have ensured you are using the latest KeySoft version, open the KeyMath Application; this can be found under All applications.
2. When KeyMath is opened, press Enter with G repeatedly until you get “Graphing calculator mode”.
3. Now type your equation to plot on the Graph, for example x + y =10, and press enter.
4. If you want to plot additional equations, KeyMath will generate a line from the equation and label it in a different colour.
5. When you finished creating your graph, press **Enter with I.**

**Note: If this is the first time you are trying to emboss your graph, you will be given an action to take. Navigate to the application called “Firebird Mobile” and choose the *always button* so you don’t get prompted with this message each time.**

1. The Firebird application will now open with your graph displayed on the visual screen.

Navigate through the application and select your embosser choice. If you have an Index v5 embosser, please choose either the Romeo or Juliet embosser.

1. Once you have selected your embosser, select the **emboss button**.

## Q: How do I unzip a file that I received in KeyMail?

A: Unzipping files relies on using a third-party application. There are many applications in the Play Store to choose from, and some are more accessible than others. The application we highlighted in our Snapshot Video tutorial is called AndroZip, for more information on this, please visit: <https://play.google.com/store/apps/details?id=com.agilesoftresource>.

Please ensure you have an application installed to unzip files before proceeding. This procedure is based on using the application called AndroZip.

1. When in KeyMail, select the email that contains the attached ZIP file.
2. To view attachments, press the **Context button** and select “Toggle view attachment”.
3. Navigate to the attachment and select it by pressing **Enter.**
4. You will be given a few options; you need to select **Save** as selecting open will not work.
5. The ZIP file will be saved in the Download folder.
6. Open **File Manager** and navigate to the file.
7. On selecting the file, KeySoft will prompt you for an action to select.
8. Select the application you want to use to unzip the file; in this case, we select **AndroZip**.
9. Select the **Always button** to avoid this prompt from reoccurring each time.
10. AndroZip will announce “Successfully unzipped files”.
11. The files will be unzipped in the **Androzip folder** of the storage.

## Q: What is Tactile view in KeyMath used for?

A: Tactile view is a new feature that allows you to proofread your graphs on the display. For example, you might need to increase your graph boundaries to make it fit better, you might also use this view to check the shape/slope of a curve etc.

To generate a tactile preview of a graph, press **SPACE with T** or select the option in the contextual menu.

You will be able to feel Braille characters on the display which by themselves don’t have significant value; their arrangement in relation to other characters as you scroll the display down with the **next** or **previous thumb keys**, defines a shape and gradually forms a larger graphic image, such as a circle, a diagonal, etc. To comprehend the whole shape, scroll up and down to dynamically feel the entire shape. The faster you scroll the display with the next or previous thumb keys, the more you will be able to comprehend the image. Imagine that you are looking at a graph paper one line at a time. Press any **cursor routing** key to have the BrailleNote Touch tell you the “y” position of your cursor.

## Q: How do font indicators work on the Touch in KeyWord?

 A: Font indicators are markers that if enabled are shown on the Braille display when a font attribute has changed. For this example, we will assume that you have format markers set to show all. Note that each time there is a change in the set of font attributes that are applied, you will see the font start and end marker bracketing the relevant text. For example, if you have a 5‑line paragraph that is bolded, but the third line is also underlined, you will see the font start and end markers at the beginning and the end of the first two lines, respectively. You will then see them again bracketing the third line because that is bolded and underlined. Then again you will find them, bracketing the last two lines because those lines are only bolded. Below is an example of what will be shown using this method:

**Please note:** The example below is a continuous paragraph with new line breaks.

\*Font start\* **This is the first line in bold.**

 **This is the second line in bold**. \*Font end\*

\*Font Start\* **This is the third line in bold and underlined.** \*Font end\*

\*Font start\* **This is the fourth line in bold.**

 **This is the fifth line in bold.** \*Font end\*

## Q: Does the BrailleNote Support Qwerty or Azerty keyboards?

A: Yes, the BrailleNote Touch now supports full QWERTY navigation and input with one exception which is KeyMath. Please ensure you have updated your Braillenote Touch to the latest Keysoft; refer to “[When HumanWare releases an update for my Touch, how do I update the device?”](#_Q:_When_HumanWare) for more information on updating. KeyMath is currently not Qwerty functional, but we are hoping to change this shortly where users can set KeyMath to use the Latex code and have full Qwerty input in the KayMath application. We appreciate your patience on this matter. A full list of the qwerty commands can be found in the updated user guide from our website: <http://support.humanware.com/index.php?Action=Page.Link&PageLink=6&ItemLink=4206&To=Site%2FFiles%2Fa%2F06cc20404d351cbaa2520fcd0d5adc3%2Fc8b7a9457917d864cd7365e4b221f4ee%2FEN-UG%2520BNTouch%2520Rev_24.docx>

## Q: How do I setup my keyboard to work with the BrailleNote Touch?

A: There are two type of keyboards that can be used on the BrailleNote Touch, Bluetooth and Standard USB keyboards. When inserting a standard USB keyboard, the BrailleNote Touch will automatically work offering full navigation and input. If however you want to use a Bluetooth keyboard, you will need to pair the keyboard. To pair your Bluetooth Keyboard please follow these steps:

*Setting up a Bluetooth connection between the BrailleNote Touch and a Bluetooth Keyboard*

1. On the Touch, use the Braille shortcut **Enter with Q** to open the Quick Settings menu.
2. Now, type a letter **B** three times. You will be prompted “Bluetooth on” or “Bluetooth off”, depending on whether it is currently turned on or off. Press **Enter**.
3. You will be prompted “Bluetooth”, followed by the current Bluetooth name of your Touch, and the message “not visible to other Bluetooth devices”, if Bluetooth is currently turned on.
4. If Bluetooth is currently turned off, press **Space with dot 4** until you are prompted “Off switch”. Now, press **Enter** to turn Bluetooth on.
5. You will then be prompted with the current Bluetooth name of your Touch, and the message “not visible to other Bluetooth devices”.
6. Type a letter **S** until you are prompted “Search for devices”. Now, press **Enter**.
7. You will be prompted “Available devices”. The Touch will search for visible Bluetooth devices in your current vicinity. Press **Space with dot 4** to move to the list of Bluetooth device(s) found (if any). You can use **Space with dot 4** or **Space with dot 1** to move through the list. Move to the Bluetooth keyboard in the list, and then press **Enter**.
8. If the Bluetooth keyboard requires some additional steps, follow the appropriate steps. The connection should then be established successfully.

*Removing a Bluetooth connection*

You can remove a Bluetooth connection from the BrailleNote Touch. This effectively “unpairs” the Touch from a Bluetooth device that you have previously set up a connection with.

Note: If you remove a Bluetooth connection from the Touch, the Touch will no longer be paired with that Bluetooth device. If you want to use the Touch with that Bluetooth device in the future, you will need to follow the steps described above for establishing the initial Bluetooth connection again.

To remove a Bluetooth connection from your BrailleNote Touch, follow these steps:

1. Use the Braille shortcut **Enter with Q** to open the Quick Settings menu.
2. Now, type a letter **B** three times. You will be prompted “Bluetooth on” or “Bluetooth off”, depending on whether it is currently turned on or off. Press **Enter**.
3. You will be prompted “Bluetooth”, followed by the current Bluetooth name of your Touch.
4. Press **Space with dot 4** until you are prompted “Paired devices”. Now, press **Space with dot 4** until you reach the name of the Bluetooth device that you want to remove the pairing for.
5. Then, press **Space with dot 4**.
6. You will be prompted “Device settings button”. Press **Enter**.
7. You will be prompted “Paired Bluetooth device. Rename xx”, where “xx” is the device’s name. Press **Space with dot 4**.
8. You will be prompted “Unpair”. Press **Enter**.
9. The Bluetooth connection between your Touch and the Bluetooth device has now been removed.

## Q: Does the BrailleNote Touch support other keyboard layouts such as AZERTY?

A: The BrailleNote Touch supports all available Android keyboard layouts. By default, the BrailleNote Touch is set to use the US keyboard layout. To add additional keyboard layouts, please follow these steps:

1. Use the Braille shortcut **Space with O** to open the Options Menu. You will be prompted “Options Menu”.
2. Type a letter **A**. You will be prompted “Android system settings”. Now, press **Enter**.
3. You will be prompted “Settings, wireless and networks”. Type a letter **L** twice.
4. You will be prompted “Language and input”. Press **Enter**.
5. Press **Space with dot 4** until you get to the settings option immediately after “Google Keyboard”. Press **Enter.**
6. You will be prompted “Google keyboard settings, Languages” followed by the default language you are using Press **Enter.**
7. You will be prompted “Google keyboard”.
8. Press **Space with dot 4** until you get the prompt “Use System language” If you require additional keyboard layouts other than your system language **press Enter** to uncheck. (Unchecking this option will allow you to select multiple keyboard layouts by languages)
9. Continue to press **Space with dot 4** until you get to the choice of your keyboard language then **press Enter** to select.
10. Return to the main menu.
11. If have you already paired a Bluetooth keyboard or using a standard USB keyboard you will be able to use the standard Android command of switching Keyboard layouts. Pressing Ctrl + Space on the Keyboard will perform this action.

## Q: When changing the spell checker language in a document or performing a spell check with my existing language, why are misspelled words not being found?

A: Recently, Google has released updates to the Gboard / Google Keyboard app which is what the BrailleNote Touch is adopting for the spell checker. To fix the problem, you can use the following workaround. It is recommended though that you turn off auto app updates; please refer to [“Why are my apps updating by themselves?”](#_Q:_Why_are) to prevent this from happening again. Please follow the steps below to uninstall the Gboard / Google Keyboard updates:

1. From main menu press **space with O**.
2. **Press A** for android system settings followed by **enter**.
3. **Press A** for apps, then press enter.
4. Your focus should be in the download section, move forwards through the application list by pressing the **Next thumb** **key** until you get to Gboard or Google keyboard, then **press enter**.
5. **Press C** for clear data followed by enter.
6. You will get the prompt “Delete app data”.
7. **Press O** followed by **enter.**
8. **Press U** to uninstall updates followed by **enter.**
9. You will get the following prompt “All updates to this Android system app will be uninstalled”.
10. **Press O** followed by **enter.**
11. You will get the following prompt “Uninstall update” **Press O** again followed by **enter.**
12. Return to the main menu and perform a spell check.
13. If you still get the prompt “No misspelled words” Press the **Next thumb** key to the prompt “Language” and press **enter**.
14. Select your language, and it should resolve the issue.

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