



VIEWPLUS®

**ViewPlus Emprint Manual
Revision: 20071011**

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I. Introduction

A. Preface

ViewPlus Emprint Tactile Graphics and Braille Embossing Printer, powered by Tiger Owner's Manual

Congratulations on purchasing a ViewPlus Emprint haptic color printer Powered by Tiger! Share documents with virtually anyone using color and tactile printouts. The ViewPlus Emprint combines reliable Tiger Technology with HP quality color ink resolution. The ViewPlus Emprint Powered by Tiger is the first full-color ink Braille and tactile graphics printer.

The ViewPlus Emprint Powered by Tiger adds color ink print to a tactile output using a user-friendly USB interface. Print on many different types of media, from lightweight copy paper to heavy cardstock, up to 9 inches wide.

Patented roller-die technology means ViewPlus embossers print at a 20 dots-per-inch graphic resolution and automatically convert colors and gray scale into variable dot heights. The sound-absorbing roller die makes Powered by Tiger embossers much quieter than other Braille printers.

ViewPlus embossers use the standard Windows printer driver to mix text and graphics in mainstream Windows software like Word and Excel. Use the computer to adjust settings and preferences. Print documents exactly how they appear on the screen.

Use the Tiger Software Suite to take braille translation and tactile graphics to a new level. The Tiger Formatter is a Microsoft add-in that gives you advanced tools for translation and embossing. Tiger Designer enables basic editing of documents for quick drawing and braille needs. Translator serves as a basic translation tool for almost any Windows software- including PowerPoint and Corel Draw.

Keep up to date by checking the ViewPlus Technologies, Inc. Internet site at:
<http://www.ViewPlus.com>

ViewPlus Emprint Model Number:
VPT1300-00

USER'S Manual

B. FCC Compliance Statement

FCC Compliance Statement (USA)

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. 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. 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 or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to 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.

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

- The use of a non-shielded interface cable with the referenced device is prohibited.
- The length of the power cord must be 3 meters (10 feet) or less.

Compliance Statement (Canada)

This digital apparatus is in conformity with standard NMB-003 of Canada.
Cet appareil numérique est conforme à la norme NMB-003 du Canada.

Compliance Statement (Germany)

Bescheinigung des Herstellers/Importeurs:
Hiermit wird bescheinigt, dass der Drucker der Maschinenlärminformationsverordnung 3. GSGV, 18.01.1991 entspricht: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN27779-1991.

Compliance Statement (Europe)

Warning: This product meets the interference requirements of EN55022. In a domestic environment, this product may cause radio interference in which case, the user may be required to take adequate measures.

Compliance Statement (Korea)

This apparatus complies with CISPR22 requirements.

International Compliance



EN55022 ClassB:1998
EN55024:1998
EN61000-3-2:2000

Emissions series
Immunity characteristics
Power line harmonics

EN61000-3-3:2001	Power line flicker
EN61000-4-2:2001-04	Electrostatic discharge
EN61000-4-3:2002-09	Radiated susceptibility
EN61000-4-4:2004	Electrical fast transient/burst
EN61000-4-5:2005-11	Surge
EN61000-4-6:2004-11	Conducted immunity
EN61000-4-8:2001-03	Magnetic Field Immunity
EN61000-4-11:2004	Input voltage interruptions/DIPS

C. [Safety Instructions](#)

Read all of these safety instructions before using the embossing printer. In addition, follow all warnings and instructions marked on the embossing printer itself.

- Do not place embossing printer on an unstable surface.
- Do not place embossing printer near a radiator or heat source.
- Do not block or cover slots and openings in the embossing printer's cabinet; do not insert objects through slots.
- Use only the type of power source indicated on embossing printer's label.
- Connect all equipment to properly grounded electrical outlets.
- Do not use frayed or damaged power cord.
- The use of an extension cord with the embossing printer is not recommended.
- Unplug embossing printer before cleaning it; always clean it with a piece of damp cloth only.
- Do not spill liquid into embossing printer.
- Except as specifically explained in the user's manual, do not attempt to service the embossing printer by yourself.
- Detach the embossing printer from power source and refer to qualified service personnel under the following conditions:
 - If the power cord or plug is damaged.
 - If liquid has entered the embossing printer.
 - If the embossing printer has been dropped or the cabinet is damaged.
 - If the embossing printer does not operate properly or exhibits a distinct change in performance.

- Only adjust those controls that are covered by the operating instructions.

II. General Information

A. Specifications

	ViewPlus Emprint
Character Sets	DotsPlus Braille - free programmable character sets
Paper Feed Method	single sheet 150 sheet input tray (copy paper) or 60 sheet for braille paper or card stock or up to 20 envelopes, labels or banners.
Paper Size	A4, US Letter (8.5 x 11 in.), Legal (8.5 x 14 in.), envelopes
Paper Weight	Letter 20-28 lb (75 to 105 g/m ²) Envelopes 20 to 24 lb (75 to 90 g/m ²) Banner 15 to 24 lb (60 to 90 g/m ²) Card Stock up to 110 lbs (200 g/m ²) Photo paper up to 130 lbs (230 g/m ²)
Power Supply	100 - 240 VAC (? 10%) Frequency: 50/60 (? 3%)
Power Consumption	Standby 21 W Average Ink Print 26 W Average Emboss Print 64 W Heavy Embossing 110 W
Embosser Dimensions	
Width	23.5 in. (597 mm)
Depth	16.8 in. (427 mm) - incl. Extension and Input tray
Height	6.7 in. (170 mm)
Weight	24.4 lbs. (11 kg)
Connectivity	1 USB (1.1, 2.0)
Operating Conditions	
Operating Temperature	59 to 95 °F (15 to 35 °C)

Storage Temperature Relative Humidity	-4 to 158 °F (-40 to 70 °C) 20 to 80% RH (non condensing)
Duty Cycle	up to 3000 pages per month
Lifetime	15,000 hours at 15% duty cycle

B. [Software Driver](#)

Tiger drivers for Windows 2000/XP (Home, Professional, Tablet) and Windows 2003 Server are included with your printer. Follow the instructions from the installation program.

III. [Installation](#)

A. [Unpacking](#)

- Remove the embossing printer and all its accessories from its packaging.
- Inspect the ViewPlus embossing printer and its packaging for any damage.
- **Save the packing material and box.** If any damage occurred during shipping, most shipping companies require the box and the packing material in order to settle the insurance claim. The packing material must also be used to ship the ViewPlus embosser for warranty maintenance service.
- Follow the ViewPlus Emprint Setup Instructions included with your other materials.

B. [Rear Paper Path Extension and Lid](#)

- An HP duplexer (rear paper path extension) is mounted in the back of the ViewPlus Emprint. It is mounted with snap locks which can be released by

pressing the two buttons on either side of the extension. Make sure the duplexer is firmly attached before operating the embossing printer.

- The lid on top of the embossing printer lifts up and can easily be taken off without any hooks or snaps. During operation of the ViewPlus Emprint make sure the lid is in place and is closed.

C. Insert Output Tray

The paper output tray has been removed prior to shipment in order to prevent damage. The tray has a pull out extension which is lighter grey colored. The extension slides out and then the upper portion folds out to extend the tray to its full length. There are metal brackets with pins on either side of the front opening of the case above the paper input tray. Line up the slots on the side of the tray over the pins and slide the tray in until it drops into place. For convenience the output tray can be removed to load new media on the input tray. An optional stack paper tray is available for larger stacks of paper. This can be purchased separately.

D. Cable Attachment

- The ViewPlus Emprint has a power module with a power socket, on/off switch, and a compartment holding two fuses on the back side. A sticker next to the power module indicates what specific fuses are required for the embossing printer. If the embossing printer will not power on, it might be necessary to replace the fuses.



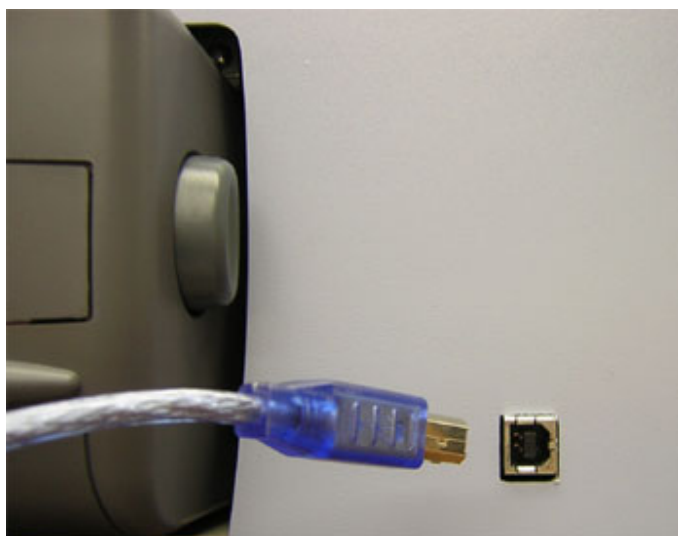
Shows the power module in the back of the embossing printer

- Insert the power cable plug into the Emprint power connector and the other end of the power cable into a grounded outlet or ViewPlus recommends connecting to a surge protector.
- Turn the embosser on by pressing the power switch to the On or "I" position. The part of the switch towards the center of the embossing printer should be pressed down.



Shows the power switch in the back of the embossing printer

- Attach data cable.
 - A USB printer cable was included in your box.
 - Attach the flat end of the USB data cable to the USB port of the host computer, and then attach the other end to the embossing printer. The USB connection is located on the back side of the embossing printer.



Shows the USB connector in the back of the embossing printer

E. [Software Installation](#)

Please follow the easy steps to install your Tiger driver. They can also be found on your installation CD (:DocsSetup(language code)index.html)

F. [Ink Cartridges](#)

Included with your Emprint are starter cartridges. HP27 - black and HP28-tri color. Your embossing printer should be turned on so that the cartridge holder will move to the correct position for the installation of the cartridges. The standard replacement cartridges are VPT9014 (or HP56) for black and VPT9015 (or HP57) for Tri Color.

G. [Alignment](#)

The ViewPlus Emprint automatically checks alignment for the tactile dots at the beginning of each print job. If the embossed output of your Emprint seems to be incorrectly aligned, please ensure that the embossing printer is on a flat, even surface. It is possible to bend the body of the embossing printer and cause the ViewPlus embosser to be out of alignment. After a paper jam, it is also possible for the embosser to be incorrectly aligned if you simply continue to print. Start a new print job, allow the ViewPlus Emprint to automatically align, and check the new document to see if the alignment is good.

If the embossed dots do not seem to be aligned, or there is a problem with the alignment of the embossed image with respect to the printed image refer to service section of the manual.

IV. [Operator Panel](#)

A. [Functions](#)

(The buttons are described from left to right order.)

- **Cancel** - Pressing this button during printing will stop the print job or clear error status.

- **Resume - Use this button to eject paper.** Pressing this button during the embossing phase of a print job will interrupt the embossing. Press resume again to continue the print job, or cancel to abort the print job.
- **Option** - The button within the big dark area of the panel (indentation at lower left) is the optional resume button. It has the same function as the other resume button. Holding down this button on power up will initiate the printing and embossing of a system information page. It will load paper, print and emboss information such as the serial number, the firmware version plus some adjustment values for the embossing and ink modes. If this function completes without error, the embossing printer is functioning properly.

B. [Displays](#)

- **Green light within dark area of OP panel** - This light is on when the embossing printer is powered and ready to receive data. It is blinking if the embossing printer is busy receiving data or servicing the ink cartridges.
- **Drop shaped light (orange)** - This light is blinking if the embossing printer has no ink cartridges installed, or if the housing lid is open.
- **Arrow shaped light (resume button)** - This light is blinking when an error occurred during printing. The specific errors are: out of paper, paper jam, embosser head position error, or if the print job data is corrupted. To clear the error status warning light, press the cancel button.
- **Light cycle through all three lights** - During start up the embossing printer automatically checks the three lights by cycling through them once. If an unidentified error occurs during operation, the embossing printer indicates this by cycling through the three lights continuously. If this happens, please contact ViewPlus support.
- **Sequence 2x drop shaped light, 1x arrow shaped light** - If this blinking sequence occurs the embossing printer is detecting a non volatile ram error. If this happens, please contact ViewPlus support.

C. [Tones](#)

Error Alerts

During printing the printer driver is monitoring the status of the print job .If problems occur during printing the embossing printer will inform the user of the error by showing a dialog box on the screen. This will only

happen if the embossing printer is connected locally to the computer via the USB interface. This will not happen with network or Bluetooth connections.

- **Paper Out** - ([High-Low](#)) Load new print media to the input tray and press the cancel button to clear the error status warning. Now any print job which was sent but not printed before the error occurred should be resent.
- **Paper Jam** - ([High-Low-High](#)) Remove the jammed paper and press cancel to clear the error status warning. Now any print job which was not printed before the error occurred should be resent.
- **Alignment error / Emboss head stalled** - ([High-High Low](#)) Press cancel to clear the error status warning. Try printing again. If the problem persists contact ViewPlus support.
- **Print data error** - ([Low-High](#)) Press cancel to clear the error status warning.
- **Ink Carriage stalled** - ([High-Low-Very Low](#)) A paper jam might cause the ink carriage to stall. Please clear the paper from the paper path and free up the ink carriage inside of the embossing printer. See B in the Paper Handling section also.
- **Rear Paper Path Extension** - The rear paper path extension of the embossing printer is not properly installed. Please firmly attach the rear paper path extension to fix the problem.
- **No ink cartridges** - ([High-High-High](#)) Open the lid of the embossing printer and insert at least one ink cartridge (see the installation instructions supplied with your ink cartridges). Your Emprint uses HP 56 - Black and HP 57 - Tri-color ink cartridges. The embossing printer will not emboss if there are no ink cartridges installed because the HP system will not load paper. Close lid and continue operation.
- **Housing open** - ([Low](#)) Close the lid of the embossing printer and continue operation. If error status warning does not clear that make sure the lid is not crooked and verify that the black plastic lever to the right of the ink cartridges is being hit by the pin protruding from the inside of the lid. An error message will be displayed if you try to print with the lid open.

V. [Paper Handling](#)

A. [Paper Loading](#)

The ViewPlus Emprint takes stacks of single sheet print media. Insert the paper from the front into the input tray.



Shows the input tray in the front of the embossing printer

B. Paper Jams

Paper jams can occur in the main body of the embossing printer or in the rear paper path extender. To check and clear paper jams please follow the steps below.

Note: Always pull the paper from the center of the visible side or with one hand on each edge of the paper so the pulling force is distributed. This way it is less likely that the sheet will be torn into pieces which might be harder to remove.

- If the embossing printer is indicating a paper jam, turn the embossing printer off.
- Open the housing lid and check for paper inside. If there is paper present, in most cases it can be removed from the area where the ink cartridges would move over the paper. (If the ink cartridges are stuck on jammed paper, move them manually over to the right side).
 - First try to free the paper from underneath the flat metal part towards the front of the embossing printer by pulling the paper towards the back of the embossing printer.
 - Then try to free the paper from underneath the small metal rollers towards the back of the embossing printer by pulling the paper towards the front of the embossing printer.
- If you cannot remove the paper using the methods described in the previous steps or if the area underneath the lid is free of paper, check for paper within the rear paper path extender.

- To remove the rear paper path extender press the buttons on the left and right sides of the accessory and pull it away from the embossing printer. Remove any paper jam inside the embossing printer.
- To check the inside of the rear paper path extender, press the button on top of the accessory and lower the access door. Remove any paper jam from inside the rear paper path extender and close the door again.
- Reinsert the rear paper path extender into the embossing printer until both sides snap into place.
- Turn on the embossing printer, then reprint the document.

VI. [Braille](#)

A. [Fonts](#)

During installation of the Tiger printer driver, a number of Tiger screen fonts are installed into the Windows font folder. These are standard true-type (.ttf) Windows fonts. It is very important for users to choose the screen font and point size that is converted properly to the desired braille or other tactile representation.

Each Tiger screen font appears as standard Roman characters on the screen and prints with the ViewPlus embosser as braille dot patterns (DotsPlus). More will be described below.

If the point size is not set correctly, text may be incorrectly positioned or overlap other text or graphics. Most Tiger fonts should be used at a point size of 36. This gives a vertical spacing on one-half inch. Any fonts intended for use with other spacing have the point size given explicitly in its name. For example, the ViewPlus Translator uses Braille29Tgr font and sets the point size at 29 to ensure the correct vertical spacing.

Characters in fonts that are not recognized by the Tiger printer driver will be printed as graphic images of the visual character. In this way, tactile images of Roman characters and symbols can be produced. The point size of the font may have to be increased. If you wish to emboss DotsPlus Braille, you must simply change the font to one of the ViewPlus Tiger fonts, and it is not necessary to use the ViewPlus Translator.

More information about the fonts included can be found on your installation CD in the Tiger/Docs folder.

B. [ViewPlus Tiger Software Suite](#)

The Tiger Software Suite is part of your embossing printer package. Instructions for installation and use come with the software package.

VII. [Tiger printer driver](#)

A. [Introduction](#)

The Tiger printer driver provides user access to setting options on the ViewPlus embosser from a local or networked computer. Open the Tiger printer driver properties by going to Start/Settings/Printer and Faxes. The Legacy mode property tab is only accessible if the embossing printer is connected locally via the USB port.

B. [Tiger Tab in Printer Properties](#)

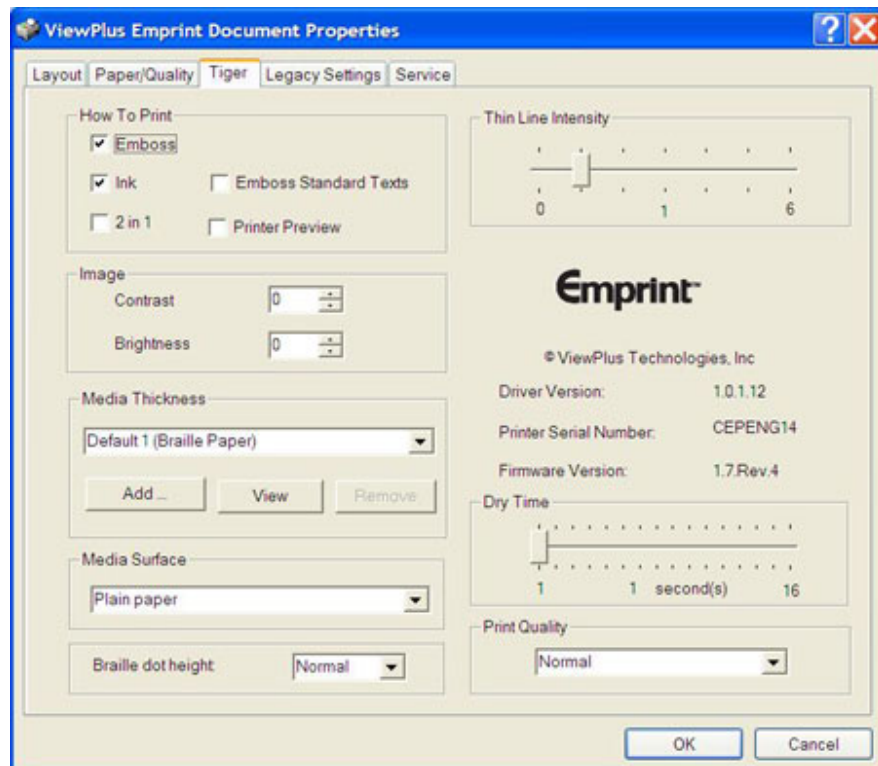


Illustration of Tiger tab

- **How To Print**

- By checking **Emboss**, the Viewplus Emprint will create embossed output.
- By checking **Ink**, the Viewplus Emprint will create inked output.

Note: By checking both **Emboss** and **Ink** (default), the embossing printer will create both embossed and inked output.

- In **2 in 1** mode, the embossing printer will generate embossed output from every odd page and inked output from every even page of the document. This is useful if editing is done on either the embossed page or the printed page. There would be two pages in the document.
 - **Emboss Standard Texts** if checked standard text fonts will be printed in ink and embossed as text. The default is for this to be unchecked. The standard text fonts will be printed in ink only.
 - **Printer Preview** This checkbox (default is unchecked) toggles the embossing printer preview option. If printer preview is selected the printer driver will provide the user with a previewing dialog prior to the execution of the print job.
- **Image** - Contrast and brightness settings for embossed output.
 - **Contrast**: The default setting is 0. The range is from -100 to 100. Increasing the contrast increases the dot height difference of two colors that have intensities that are nearly the same. Increasing the contrast makes the light colors lighter and makes the dark colors darker.
 - **Brightness**: The default setting is 0. The range is from -100 to 100. Increasing the brightness is useful if you want to increase the intensity of all the colors. This is useful if the lines in the drawing are thin and light.
 - **Media thickness** - Select the type of paper you want to use. The choices are:
 - **Braille paper (Default 1)** - This is the default setting.
 - **Light Braille Paper (Default 2)**
 - **Copy Paper (Default 3)**
 - **Card Stock (Default 4)**
 - **Plastic Sheet (Default 5)**
 - **Premium Copy (Default 6)**
 - **Transparency (Default 7)**
 - **Custom** - Custom types may be added (use the Add button). Assign a name and set the low punch force (1-20); default is 11, and the high punch force (7-30); default is 25. Custom pages may be removed. Or you can "View" the punch forces for the selected media. You can view a default media, but you cannot change the name, the high dot value or low dot value.

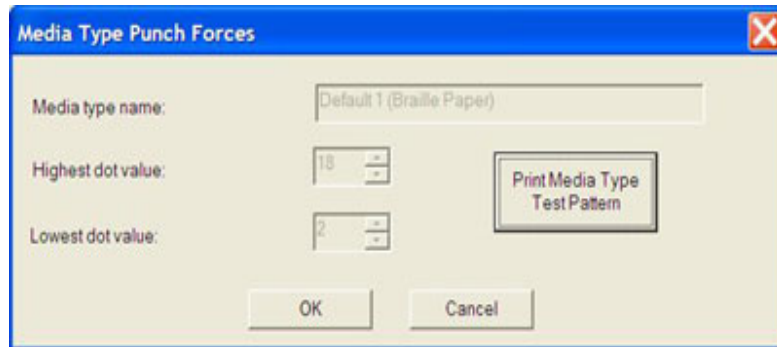


Illustration of Media Type Punch Forces

- **Print media type test pattern** - Print to see the effect of the punch forces. This button accessed by using either Add or View.
- **Media Surface**
 - Plain paper
 - Photo paper, glossy
 - Other Photo paper
 - Premium plus Inkjet transparency film
 - Other transparency film
 - Brochure & flyer, glossy
 - Brochure & flyer, matte finish
- **Braille dot height** - High, medium or low may be selected. The best way to judge the desired height is to print a document and adjust the braille height. The default is normal.
- **Thin Line Intensity** - Enhances thin lines with darker colors against lighter backgrounds. The slider bar can be adjusted between 1 and 6. The higher the intensity factor, the sharper the thin line.
- **Dry Time** - This option sets the time that the embossing printer allows the ink to dry. This slider bar can be adjusted between 1 and 16 seconds.

If any changes are made in the Tiger printer driver settings, you must click on the apply button. If the embossing printer acknowledges the changes, it will beep once.

C. [Legacy](#)

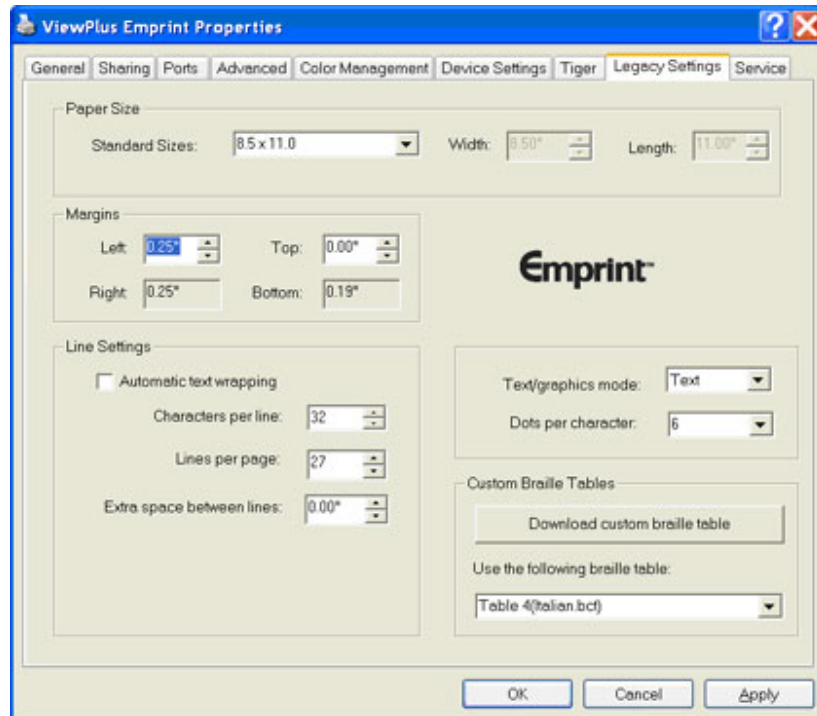


Illustration of Legacy Setting Tab

This mode allows access to the legacy braille embosser emulator settings.

- **Paper size** - Standard pages sizes or custom page sizes may be selected.
- **Margins** - Set the margins to 0 if you are using a program which sets its own margins.
- **Extra space between lines** - The default spacing is .05 inches. It increases in .05 increments up to .25 inches.
- **Characters per line** - When margins or page size is changed, this number also changes.
- **Lines per page** - When margins or page size is changed, this number also changes.
- **Text/graphics mode** - You can choose either text or graphics.
- **Dots per character** - Choose between 6 or 8.
- **Automatic text wrapping** - When checked the text is wrapped to the next line. If it is not checked, it is possible to lose characters from long lines.
- **Download custom braille table** - The ViewPlus Emprint can hold up to 8 custom defined braille tables. Clicking on this button opens a Load Table window and a user-defined braille character set from ASCII value 0 to 255 can be downloaded to the ViewPlus Emprint. The braille character sets are typically

stored in braille conversion table files (*.BCT). This file format is editable in Notepad and allows the user to create user definable conversion tables. Go to <http://www.viewplus.com/support/> for additional information about this mode.

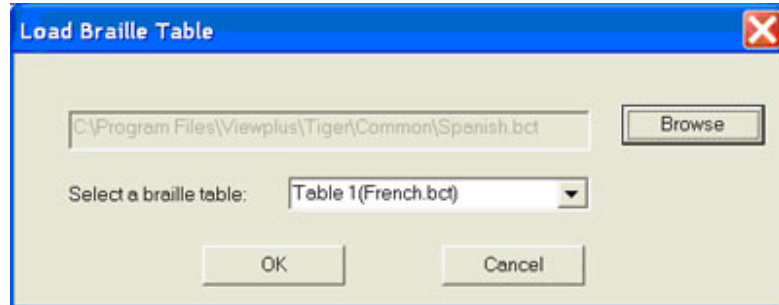


Illustration of Load Braille Table Tab

D. Service Tab

The service tab provides several servicing functions for your Emprint.

- **Pen Calibration** - Performs a calibration of the black and color ink cartridge. This procedure needs at least two sheets of plain paper in the input tray.
- **Print Test Page** - Prints a test page to exercise the embossing printers ink and embossing mechanism. This procedure needs at least one sheet of plain paper in the input tray.
- **Ink/Emboss Alignment Calibration** - The function should be used if the ink image does not line up with the emboss output. After the test page has been printed, an input dialog box opens. The print out shows an array of boxes marked with numbers. Please enter the number of the box that best matches the ink and emboss output.
- **Emboss Head Calibration** - This prints the alignment page for the embossing head. In order to produce perfect dots on the special Tiger platen, the embossing head needs to be aligned with the grooves. This procedure prints out a 10 by 10 pattern of dots of which one dot looks perfectly aligned. After the test page has been printed, an input dialog box opens. The user is prompted to enter the number of the best vertical line and horizontal line of the dot. The rows and columns are numbered from the left to right and top to bottom, respectively, starting with 1.
- **Emboss Skew Calibration** - This prints the skew calibration pattern. The pattern is 10 vertical lines of which one is a perfect aligned line. Please count the number of lines from left to right starting with 1. The user is prompted to enter the best line number.
- **Ink Cartridge Levels** - This dialog box shows the status of the ink cartridges. It shows how much of ink is left in the cartridges (in percent).

VIII. Printing First Documents

A. Printing

Now that the installation is complete, you should be set to print a document. These are the steps that you should follow to print:

- Open Microsoft Word, or other Windows word processing programs.
- There are tips for using various Windows applications at: <http://www.viewplus.com>
- If you are printing math equations, look at the directions for using MathType. MathType is an add-on application for word processors. It greatly simplifies the writing of equations. For more information about MathType and ordering, please refer to our web site.
- Make sure a ViewPlus embosser printer and the correct paper size are selected. The paper size depends on the paper that is loaded in the ViewPlus embosser. You can either open an existing document that you want to print, or start with a new one. Example documents can be found at on the [ViewPlus web site](#).
- You should select the appropriate Tiger screen font and draw or import any kind of images - the driver will automatically translate the graphics and English text to tactile images and braille or DotsPlus .
- If you wish to translate to uncontracted (grade 1) or contracted (grade 2) braille, use the ViewPlus Formatter a program in your Tiger Software Suite.

Then print the file just as you would print to any other printer.

B. Printer Properties

Paper size can be selected in the printer properties. The settings for Windows 2000 and XP can be found Settings/Printers/select Tiger /Properties. The paper sizes are Letter, A4 and Legal and envelopes. The media choice can be controlled from the printer properties, but should also be set correctly in the Page Setup of Windows applications before printing to ensure the desired results.

IX. Accessories and Support Packages

A. Accessories

For pricing, ordering, and additional information on any of the following products, consult the [ViewPlus web site](#).

- **Audio Graphing Calculator**

VSW9004-00

The ViewPlus AudioGraphing Calculator (AGC) is a self-voicing Windows application that equalizes access to scientific calculation and graphing for people who are blind or dyslexic. It includes a standard on-screen calculator and a powerful function evaluator as well as the capability of computing and viewing functions visually and as an audio plot. The audio tone plot gives AGC users access on a time scale comparable to access by people without print disabilities to visual plots on standard graphing calculators.

- **Tiger Software Suite**

VSW0100-00

The Tiger Software Suite is the complete solution for producing braille and graphics by harnessing the full power of MS Word and Excel. The press of a button automatically formats documents created for an ink printer.

- **Emprint Ink Cartridges**
 - **VPT9014 - Black**
 - **VPT9015 - Tri-color**

- **Expanded Output Paper Tray**

VPT9026-00

This replacement tray is designed for larger print jobs.

- **Floor Printer Stand**

VPT9108-00

The printer stand is a floor stand with baskets and wheels designed to hold the ViewPlus embossers.

- **Replacement CD**

VPT 900-0005-000R

B. Other Software Packages

- Duxbury Systems Braille Translator
- MathType by Design Science

C. Training and Support Packages

- Level 1 Support - 2 hours
- Level II Support - 10 hours (complimentary w/ Pro)
- Level III Support - unlimited (one year)
- Phone Training
- Customized Training

With ViewPlus' options for software training and support, you can tailor a package that best fits your needs. All software inquiries will be answered by trained representatives via email or fax. Annual software support packages include the use of the AGC and MS Office software compatible with ViewPlus embossers. Packages include matters related directly to use of ViewPlus products. We do not provide network support.

Each software inquiry counts toward allotted time for support as follows: each question by email will be billed at 10 minutes, phoned in questions at 15 minutes. ViewPlus reserves the right to limit each call to one question or a maximum of 15 minutes per call.

X. Maintenance and Warranty

A. Maintenance

It is important to choose a suitable location for the ViewPlus embossing printer. The cable length between the embossing printer and the host computer should not exceed ten feet (three meters). The location should be sturdy and flat. The embossing printer should not be exposed to direct sunlight, extreme heat, cold, dust or humidity. The AC power outlet must be compatible with the plug of the embossing printer's power cord. Dot quality should be monitored; poor alignment can cause permanent damage to the platen of the ViewPlus embosser.

Software updates can be downloaded from the ViewPlus Technologies web site. You should occasionally check the web site for the latest developments. There is also a support page with helpful hints on the web page. Additional support packages can be purchased from ViewPlus Technologies. <http://www.ViewPlus.com>

Technical support questions asked:

- Contact your ViewPlus embosser sales representative if you did not purchase directly from ViewPlus Technologies
- Via e-mail to support@viewplus.com, or
- By a telephone call to the ViewPlus Technologies office at 541-754-4002 (M-F from 9-5 Pacific Standard Time)

B. Warranty

ViewPlus Technologies has a 1 year full parts and service warranty for the ViewPlus Emprint. There is a 30 day unconditional return policy in US.

The full warranty information was shipped with your ViewPlus embossing printer. In order to get service and technical support, it is necessary to completely fill