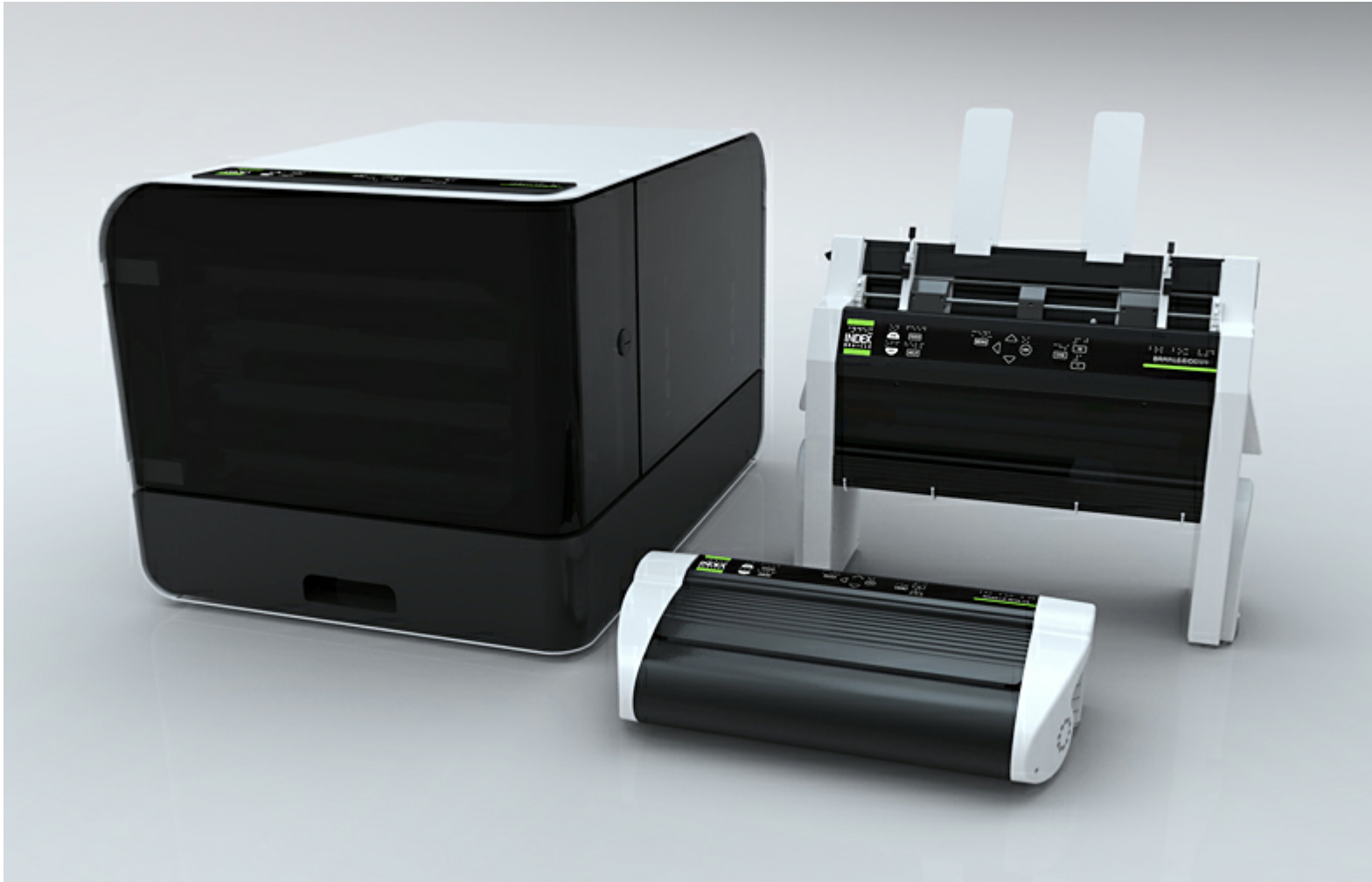


# Index V4 Embossing manual



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**INDEX**  
BRAILLE

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# 1 Getting started

## 1.1 Unpacking the embosser

Unpack the embosser gently, save the packing material and transport lock in case of future transportation of the embosser.

### 1.1.1 Removing transport lock

The green transport lock is aimed to protect the embossing mechanics during transport.

#### 1.1.1.1 Basic-D

Remove the green transport steel rod from the back side of the Basic-D. Store it in place of the individual holders located on the back pallet.

(Work task Video - Removing the transport lock Basic-D)

#### 1.1.1.2 Everest-D, Braille & Print

Remove the two green plastic transport locks from the sheet feeder of the Everest-D/Braille & Print. Carefully store the locks in case of future transportation of the embosser.

(Work task Video - Removing the transport lock Everest-D, Braille & Print)

#### 1.1.1.3 Braille Box

1. Open the paper tray and remove the transport protection foam.
2. Open the service lid and remove the 3 green transport locks from each embossing head axle.
3. Store the 3 transport locks on the holders of the embosser tower . (Left side of tower, located on the ends of each head axle.)

(Work task Video - Removing the transport lock Braille Box)

### 1.1.2 Included in Shipment

The following is included in shipment:

- Embosser
- External switched power supply in Basic-D and Everest-D
- Power cable
- USB cable
- User manual

- Index Memory Stick including printer drivers, user manuals, service manuals, videos, Braille editor software etc.

## 1.2 Starting up

The Basic-D V4, Everest-D V4 and Braille Box V4 start up directly when power is connected. If the power cable has already been connected, press the ON key and hold for 2 seconds to start the embosser. The fan will start directly and the start-up sequence is completed once the embosser echos the brand name. It takes approximately 40 seconds for start up of the V4 embosser. During this time the embosser will load the LINUX operation system and check embosser status etc.

### 1.2.1 Select Layout 1-5

You may select between five alternative layouts including common paper sizes, margins, line length and characters per line etc.

To select page layout press the up/down arrow key. The current layout value will be indicated (ex. layout 1). To set a new layout, continue to press the up/down arrow key until you are prompted with the layout in which you wish to have. By pressing OK you will have set the embosser to your new layout value.

You may select HELP at any time to find your current layout settings.

### 1.2.2 Power down

Power off the V4 embosser by pressing the OFF key (hold down 2 seconds). This is verified by the message "embosser is turning off". During power off the embosser heads are placed into transport position.

Please do NOT power down the embosser by disconnecting the power input plug. This may leave files improperly closed with in the operation system and can cause unnecessary errors.

### 1.2.3 Install Index Braille printer driver

All software and printer drivers for Index embossers may be installed free of charge from the Index Memory Stick or at [www.indexbraille.com](http://www.indexbraille.com).

Install one of the following printer drivers on your computer.

- Windows XP, Vista Windows 7-32 Bit use Index Driver 6(32bit)
- Windows 7-64 Bit use Index Driver 6(64bit)
- Mac printer driver for Mac OS X 10.4 (32 bit)

Please follow the printer driver installation wizard.

[Link to Index Printer drivers](#)

## 1.2.4 Connect via USB

USB is the most commonly used connection. A USB cable is included in the embosser shipment.

Start up your Index embosser, wait for the "Ready" message and connect the USB cable. The Plug & Play add new software Wizard will automatically start up.

### 1.2.4.1 Plug and Play printer driver installation

#### **USB Plug & Play in Microsoft Vista and Windows 7**

Connect your Index V4 embosser via USB. The Plug & Play "Found new hardware" wizard will complete the USB installation.

#### **USB Plug & Play in Microsoft XP**

Please select "No, not this time" and "Install the software automatically," follow the Plug & Play Wizard. Once successfully installed the message "Your new hardware is installed and ready to be used" will show.

## 1.2.5 Connect to network IP address

Connect the V4 embosser to your network. If the network supports Dynamic Host Configuration Protocol (DHCP) the V4 embosser will now receive a dynamic IP address. Verify the IP address by: Press HELP + 10. The V4 embosser will state the network IP address. Please write the address down for your own knowledge.

#### **Change to static IP address**

It is important to change the IP address of the computer to a static address: Ask the local network administrator for IP-address, Netmask, Gateway and Dynamic name server.

#### **From embosser internal web (not implemented in 1.3.x)**

Open your browser and type the embosser IP address in the domain window (www.). The internal web menu of the embosser is now presented. Go to Network, change to static IP address and insert the values.

## 1.2.6 Install IbPrint - drag and drop icon

IbPrint may be used for testing the driver installation before installing any Braille translation software.

Drop the text file you would like to emboss at the IbPrint icon and select the emboss details such as number of copies, duplexing, banner page etc.

#### **About IbPrint**

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IbPrint is a drag-and-drop program for transferring text files, setup files, vertical alignment files, etc. to Index Braille embossers. The file will be transferred without any translation to Braille. IbPrint supports text and esc sequences.

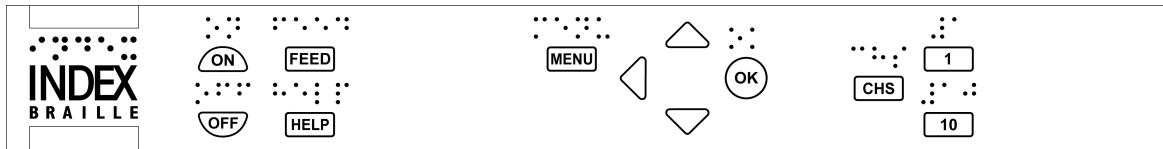
[Link to IbPrint](#)

### 1.3 Braille printout to confirm driver installation

Printing of a simple test file, via IbPrint, is made to confirm correct printer and printer driver installation before installing any Braille editor.

Please drag and drop the Index test.txt file from // to IbPrint select embosser and press "Print". A test pattern print out will confirm the embosser installation.

## 2 Menu Structure



ITEM KEY	FUNCTION SUMMARY	FREQUENTLY USED FUNCTIONS
<b>Current document</b>	Emboss last printed Braille document in selected mode	Emboss one copy of last printed document
<b>Braille settings</b>	Layout 1-5 including page layout, braille code, impact and settings	Paper size, page format setting
<b>Communication</b>	Network, serial port etc	Serial communication, network settings
<b>Option</b>	Speech feedback language, emboss manual, test and demo page, energy saving etc	Change to local language speech feedback, emboss demo documents and manuals
<b>System</b>	Units millimeter or inch, date and time, adjust folding line and distance to first Braille line	Calibrate paper, adjust folded line position

### 2.1 Key functions

KEY TYPE	KEYS	FUNCTION
<b>General keys</b>	<b>ON</b>	Power on, completed with <i>ready</i> echo after 40 sec. Start embossing Exit menu mode without saving
	<b>OFF</b>	Power off Stop embossing
	<b>FEED</b>	New page
	<b>HELP</b>	Echo printer status, menu position, values, error mode etc
<b>Menu keys</b>	<b>MENU</b>	Open/close+save menu section
	<b>ARROW UP</b>	Move to next menu item Select value from list The figure 100 in command center
	<b>ARROW DOWN</b>	Move to next menu item Select value from list The figure 1000 in command center
	<b>ARROW LEFT</b>	Move to a higher menu level Exit edit mode without saving



	<b>OK</b>	Select menu item Save selected value
<b>Number keys</b>	<b>1</b>	Gives the figure 1, a fraction of an inch
	<b>10</b>	Gives the figure 10, one inch Moves paper arms, in status idle - Braille Box
	<b>CHS</b>	Change sign between increase or decrease in numerical function
	<b>HELP</b>	Echo printer status, number of copies completed and position of the current printout
<b>Double keys</b>	<b>OFF+FEED</b>	Stop embossing
	<b>FEED+FEED</b>	Basic-D = Place paper in emboss position
	<b>FEED+OFF</b>	Basic-D = Reverse the paper out of the embosser
	<b>HELP+MENU</b>	Echo: lines per page and characters per line
	<b>HELP+CHS</b>	Toggle between local and English speech feedback
	<b>HELP+10</b>	Echo embosser IP address
	<b>HELP+ON</b>	Emboss hammer test page
	<b>HELP+HELP</b>	Information page in letter graphics
	<b>10+1</b>	Start command center
	<b>1+10</b>	Start service center (Pin code protected contact support@indexbraille.com)

## 2.2 Layout 1-5

The Layout 1-5 is used to set alternative paper sizes and Braille layout parameters, top margin, binding margin, lines per page and characters per line etc.

- Press arrow up/down key to start Set Layout, echo "set layout, current value is 1-5"
- Press arrow up/down to preferred layout, echo "1-5"
- Press OK to select layout 1,2,3,4 or 5.

Pressing HELP in the layout function will present a list of the most important setting in the layout file.

These are: top margin, lines per page, binding margin, characters per line, duplexing single or double news paper format etc.

## 2.2.1 Layout default values

### Basic-D

W=width L=length	Paper size	Lines per page	Top margin	Characters per line	Binding Margin	Duplexing
Layout 1	W11xL12"	29	0	41	4	Double sided
Layout 2	W8.5xL12"	29	0	30	4	Double sided
Layout 3	W11.5xL11"	28	0	42	4	Double sided
Layout 4	Letter W8.5xL11	26	0	30	4	Double sided
Layout 5	A4 tractor W8.5 inch L11 3/4 inch	28	0	30	4	Double sided

\*Basic-D V4 default Layout 1

### Everest-D & Braille Box

	Paper size	Lines per page	Top margin	Characters per line	Binding Margin	Duplexing
Layout 1	A4 Portrait W210 mm L297 mm	28	0	30	4	Double sided
Layout 2	A3 W297 mm L420 mm	28	0	30	4	News paper
Layout 3	W11.5xL11"	28	0	39	4	Double sided
Layout 4	Letter W8.5xL11"	26	0	30	4	Double sided
Layout 5	Tabloid W11xL17"	26	0	30	4	News paper

\*Everest-D default Layout 1

\*Braille Box default Layout 2

## 2.3 Menu tree

MENU	SUB MENU	FUNCTION	INFO
Current document	Emboss one copy of last printed document (01)	Select: from page, to page	Start Current document by: Press ON LINE + MENU
	Emboss multiple copies	Select: number of copies	

<b>Braille settings</b>	<b>Select Paper Size</b>	Select paper size (list of standard papers + User defined) User defined paper: Set mm/inch, paper length, paper width	
	<b>Braille layout</b>	Top margin	
		Lines per page	
		Binding margin	
		Characters per line	
		Braille Page number	(not implemented in 1.3X)
		Number of pages in each Braille volume	(not implemented in 1.3X)
		Braille volume number	(not implemented in 1.3X)
	<b>Braille options</b>	Duplexing Basic-D V4; single/double sided, single/double sided sideways z-folding Everest-D V4; single/double sided, single/double sided saddle stitch 4-pages Braille Box V4 - fixed paper sizes see below; Paper A3, 11x17"; single/double sided saddle stitch 4-pages Paper A4, 11x8.5, 11x11.5"; single/double sided	
		Folding line, only Everest-D and Braille Box	
		Maximum number of papers in tray	0 = not active
		Distance between Braille lines	Single or double line spacing
		Braille cell size	2.5/ 2.2/ 3.2 mm
		Braille translation	List of Own Braille tables
	<b>Hammer impact</b>	Hammer energy	Normal/high
		Number of hammer strokes	1-3

## 2.4 Menu tree

MENU	SUB MENU	FUNCTION	INFO	
Communication	Network	Echo Network IP address	HELP + 10	
		Dynamic IP address on/off		
		Static IP address		
		Netmask		
		Gateway		
		Dynamic name server		
				Factory default serial port
		Serial communication	Baudrate	9600 baud
			Data bits	8 data bits
			Parity	none
			Stop bits	1
			Handshake	Hardware
		Settings	End of file delay	Seconds
	Reset to default		To factory default communication parameters	
Option	Speech feedback	Speech feedback volume	Values 40-63	
		Speech feedback language		
	Emboss without computer	Braille manual		
		Information page in letter graphics	HELP+HELP	
		Hammer test page	HELP+ON	
		Braille format page		
System	Braille block position	Distance between paper edge to first Braille line		
		Adjust folding line position		
	Calibration	Calibration of paper feed step length		
		Adjust embossing head reference position (Braille Box only)	Starting on left side position Arrow up/down = adjust position OK, see right side distance Arrow left = repeat OK = save value	
	Embosser information	Serial no, firmware, pages, temp		

## 2.5 Menu OFF

The menu OFF is available only when the embossing is stopped by OFF during printing a document.

Use menu OFF by: OFF + MENU + Arrow up/down + OK

MENU	SUB MENU	INFO
Current document	Echo embosser status information	Echo number of remaining copies
	Complete embossing of current document and cancel remaining copies	
	Stop embossing of current document	Same function as OFF + FEED

Leave menu OFF and continue the original embossing sequences by pressing ON

## 2.6 Menu example

The most effective way to learn the V4 embosser user interface is to work through the below samples. Subsequently making it easier to understand the user menu structure, the difference between numerical keys and arrow keys etc.

### 2.6.1 Stop embossing

- Press OFF
- Press FEED

### 2.6.2 Change speech interface language

**Example: change local speech interface to Swedish**

1. On the front panel of the embosser, select Menu (the embosser will echo: current document)
2. Arrow down (until echo: Option)
3. OK (echo: Speech feedback)
4. OK (echo: speech feedback volume)
5. Arrow down (until echo: Select speech language, current value is British English)
6. OK, (Current value is British English)
7. Arrow down (until echo: Swedish)
8. OK (echo: tal återkopplings språk nuvarande värde är Svenska)
9. Press Menu to saves the Swedish speech feedback (echo: menu save settings)

### 2.6.3 Change paper size

**Example: Change paper size from A4 to Letter on Everest-D**

1. On the front panel of the embosser, select Menu (the embosser will echo: current document)
2. Arrow down (until echo: Braille settings)

3. OK (echo: Paper size)
4. Press OK (Echo Current paper size A4)
5. Press OK (Set - Echo Current paper size A4)
6. Arrow down (until echo: Letter)
7. OK, (echo: current paper size is Letter)
8. Press Menu to saves the Letter paper size (echo: menu save settings)

#### **2.6.4 Make one copy of a section of last printed document**

##### **Make a copy of page ex. 24-42 of last printed document.**

1. On the front panel of the embosser, press Menu (echo: current document)
2. Press OK (echo: emboss multiple copies)
3. Press arrow down (echo: Emboss one copy of last printed document)
4. Press OK (echo: From page, current value is one)
5. Press #10 key 2 times and #1 key 3 times
6. Press OK (echo: to page, current value is 24)
7. Press #10 key 2 times and press CHS then press #1 key two times to reduce the value to 42
8. Press OK to start embossing one copies of pages 24-42

#### **2.6.5 Make 7 copies of last printed document**

1. On the front panel of the embosser, press Menu (echo: current document)
2. Press OK (echo: emboss multiple copies)
3. Press OK (echo: Give number of copies current value is one)
4. Press #1 key 6 times (echo: one....seven)
5. Press OK to start the embossing of 7 copies pages complete document

#### **2.6.6 Set IP address from front panel**

1. On the front panel of the embosser, press Menu (echo: current document)
2. Arrow down until (echo: communication)
3. Press OK (echo: network)
4. Press OK (echo: dynamic IP address, current value is on)
5. Press OK (echo: Set dynamic IP address, current value is on)
6. Arrow down (echo: off)
7. Press OK (echo: dynamic IP address, current value is off)
8. Arrow down (echo: static IP address, current value is 0,0,0,0)
9. OK (echo: set block 1, 0)
10. Use the numerical keys #1 and #10 to set block 1 (sample 192)
- 11.OK (echo: block 2, 0) Numerical key to set block 2 (sample 168)
- 12.OK (echo: block 3, 0) Numerical key to set block 3 (sample 1)
- 13.OK (echo: block 4, 0) Numerical key to set block 4 (sample 10)
- 14.The arrow key may be used to move between the blocks
- 15.OK (echo: Static IP address current IP address is 192.168.1.10)
- 16.Arrow down to setup Netmask, Gateway and Dynamic name serve in the same way as the static IP address

17. Press Menu to save your settings

### 2.6.7 Set user defined paper size (10x8 inch)

This menu sample presents how you change from 11x12 inch paper to the custom size 10x8 inch.

1. On the front panel of the embosser, select Menu (the embosser will echo: current document)
2. Arrow down (until echo: Braille settings)
3. OK (echo: Paper size)
4. OK (echo: Paper size current value is 11x12 inches)
5. OK (echo: Set paper size current value is 11x12 inches)
6. Arrow down until (echo: User defined)
7. OK (echo: Paper size unit is inches) arrow down to paper length (echo: paper length current paper length is 11 inches)
8. (echo: Set paper length current value is 11 inches)
9. Press the CHS sign to decrease and key 10 decrease with one inch to 10 inches. The 1 is used set part of an inch. The CHS sign change to decrease the value.
10. OK (echo: Paper length current value is 10 inches) arrow down to paper width
11. (echo: paper width current value is 12 inches)
12. OK (echo: set paper width current value is 12 inches)
13. Press the key 10 to increase with one inch and 1 to increase with part of an inch. The CHS sign change to decrease the value.
14. OK (echo: paper width current value is 8 inches)
15. Press Help to confirm your user defined paper size  
(Echo: Paper size current value is user defined, paper size unit inches, paper length 10 inches, paper width 8 inches)
16. Press Menu to saves user defined paper size (echo: menu save settings)

Your paper size has now been changed to the user defined paper size 10x8 inch

## 3 Paper handling

All Index Embossers support paper weights of 120-180 gsm (grams per square meter). In addition you may use thin plastic foils, labels and aluminum foils.

### 3.1 Paper sizes

#### Pre-defined paper sizes (width x length)

297x210 mm (A4) - Braille Box  
420x297 mm (A3) - Braille Box  
11x8.5 inch (Letter) - Braille Box  
17x11 inch (Tabloid) - Braille Box  
8,5x12 inch  
8.5x14 inch (Legal)  
10x11 inch  
11x11 inch  
11x11.5 inch - Braille Box  
11.5x11 inch  
11x12 inch  
12x11 inch  
12x8.5 inch

#### Customer defined paper size

The customer may define a special paper size in mm or inch from the front panel. The total paper size has to be within the maximum/minimum sizes defined by the embosser model.

(Basic-D length 1-17 inch, width 4-13 inch)

(Everest-D length 130-590 mm, width 120-297 mm)

### 3.2 Basic-D

Basic-D supports only continuous fan folded paper, length 1-17 inches (25.4-431.80 mm), width 4.7-13 inches (120-330 mm).

#### 3.2.1 Paper loading

##### Loading Paper in Basic

- Open the black aluminum cover.
- Release the lock on the right-hand tractor and adjust it according to the paper width.
- Adjust the left tractor to the right to emboss the first Braille character closer to the edge of the paper.
- Load paper and close the tractors.
- Pull the tractors outwards to put the paper under a slight tension and lock the tractors.
- The Basic-D paper loading process is complete. The Basic-D automatically senses the paper edge once printing has begun.



### 3.2.2 Clear paper jam

- Turn off the embosser.
- Open the tractors and remove all paper.
- At this point the embosser is usually ready for use.
- In the unlikely event that the paper is jammed inside the embosser head, remove the embosser head and clear it from jammed paper, see instructions in the service manual if needed.

## 3.3 Everest-D

Everest-D supports cut sheet paper; length 120-590 mm, width 130-297 mm. A custom sized page format may be used as long as it falls within width and length limits of the embosser.

### 3.3.1 Initial sheet feeder setup

#### Initial Sheet Feeder Setup

- Insert the transparent paper guide into the aluminum cover on top of the sheet feeder.
- Adjust the two white document guides to line up with the paper edge.
- For best paper output handling adjust the angle of the bottom aluminum profile, hold the document guides including the current paper length and type of acoustic protection.
- Open the sheet feeder and place a paper stack in the sheet feeder towards the right margin guide.
- Adjust the left margin guide as it smooths out towards the edge of the paper stack, lock the margin guides with the locking arms.

#### Adjust sheet feeder for your paper quality

- Adjust the card/sheet selectors. For typical Braille paper, move the card/sheet selectors to the lower position.  
Right and left sheet/card selectors has to be in the same position.
- Follow the rules:  
Double feed -> move one step up  
No feed -> move one step down

### 3.3.2 Out of paper message

#### Check the Following

- The sheet feeder is loaded with paper with good quality cut sheet paper. Weight maximum is 180 gram per square meter.
- The margin guides are smoothly pushed against the edge of the paper stack
- The sheet feeder is closed by pressing the black lever downward, located on the upper left side of the sheet feeder.
- Paper supports are in the correct position
- The white Sheet/card selector is in card, far down position
- The pick-up roller surface is soft and sticky

### 3.3.3 Double feed

If the sheet feeder feeds several sheets at a time, please check:

- Good cut sheet paper quality with a minimum weight of 120 gsm
- Move the sheet/card selectors upward, both right and left selector to the same position, until the papers are separated correctly

### 3.3.4 Braille output adjustment

1. Adjust the white document guide to 10 mm (1/2") from paper edge.
2. Adjust the angle on the lower document profile for best paper out functioning.

### 3.3.5 Maintaining

Complete service information is available at [www.indexbraille.com](http://www.indexbraille.com)

#### 3.3.5.1 Clean pick-up rollers

The pick-up roller surface will become less sticky after some time, due to the typical aging process of rubber. The original sticky surface may be recovered by:

- a) Cleaning with a rubber cleaning liquid, characteristically used in copy machines.
- b) Grinding with very fine sand paper
  - Hold the sandpaper against the pick up roller.
  - Rotate the rollers by pressing Form Feed followed by On Line for more movement until the surface is sticky.
  - Repeat this with the other pick-up rollers.

#### 3.3.5.2 Clear paper jam

- Power off the embosser.
- Check where the paper is jammed.
- Open the Braille out aluminum profile.
- Remove the paper manually by rotating the paper rollers.

If paper is jammed inside the embossing head and not possible to remove this way please do the "Clear major paper jam" actions described in the V4 Service Manual.

## 3.4 Braille Box

Braille Box supports cut sheet paper of the formats: A4, A3, Letter 11x8.5 inch, 11x17 inch and 11x11.5 inch

### 3.4.1 Paper loading

- Open the paper tray.
- Move the back paper guide into the correct position for you paper size.
- Move the margin guides to the width of you paper.
- Insert the papers.
- Close the paper tray.

### 3.4.2 Remove document from Braille tray

A full Braille tray is indicated by a red LED:s indicator located in the right corner of the embossing tower.

Press the Braille tray glass quite hard (where the paper falls into after the emboss process) in order to open the tray, remove the Braille documents.

## 4 Clear paper jam

- Power off the embosser.
- Remove the paper tray.
- Open the Braille tray.
- Open the Service door. Now you can see where the paper is jammed.
- Remove the jammed paper out of the embossing area by rotating the paper rollers by hand and pulling the paper.
- Check if there is jammed paper in the paper out area above the embossing heads. The upper guiding plate is held by a magnet and may be pressed up by hand to get access to the paper out track. Remove the jammed paper by hand.

## 5 Feedback

All local speech feedback languages available as of the day of shipment,s will be included in the embosser. New speech feedback languages will gradually become available at Index Braille's website free of charge. Upgrade to the latest speech interface by following the instructions at V4 Knowledge Base at [www.indexbraille.com](http://www.indexbraille.com)

The speech feedback uses the internal speaker as default. By inserting a standard headphone or external speaker you will increase the speech quality and volume. The headphone connector is located in the back of the embosser.

### 5.1 LED feedback

#### 5.1.1 Front panel LED

The Green LED close to the Index logo indicates 48 Voltage input power.

Embosser status	Green 48V	Yellow	Red	
Idle	ON	ON		The embosser has completed the starting up sequence and is ready to emboss
Embossing	ON	SLOW		Embossing in progress
Embossing and printing	ON	FAST		For ATC Braille & Print
Menu active	ON		ON	Menu selection from front panel menu is active
Value active	ON	SLOW	ON	Insert values from front panel is active
Command center active	ON		SLOW	Run the command center
Upgrade active	ON	SLOW	SLOW	Wait during the upgrade process, it takes up to 120 seconds and is completed when the embosser gives the Ready speech message
Error minor	ON		FAST	Press ON LINE for coming to idle status
Error major	ON	FAST	FAST	Re-start the embosser to reset error position

#### 5.1.2 Basic/Everest interface LED (back side)

	Green	Yellow
Basic-D	Paper sensor located on the green arrow	Paper movement indicator (not implemented in firmware 1.3x)
Everest	Paper sensor located above the embossing head	not used

### 5.1.3 Braille Box corner LED

The row of 16 LED lights is located in the glass corner, to the right of the embosser tower, in the front of Braille Box. The function on each LED is clearly labeled.

The two LED lights located at the Braille Box CPU board indicate if the board is OK (green) or in an error stage (red).

## 6 After sales support

### Warranty information etc

Index Braille provides two (2) years of warranty on all embossers, following the Orgalime S2000 agreement. During the warranty period Index Braille will cover the cost for the exchange of parts including shipping cost. The distributor is responsible for local shipping and the direct labor cost for repairing the unit.

[Link to contact form](#)

[Find a distributor](#)

[Link to users and service manuals](#)

[Link to knowledge base](#)

[Link to web manuals](#)

### 6.1 Upgrading firmware, local speech etc

By upgrading the embosser firmware you will receive access to the latest firmware features and bug fixes free of charge. Even to those in which where fixed after your purchase of the V4 embosser. Before upgrading the embosser make sure it is equipped with firmware 1.2.x or higher. For further information see:

Downloads: <http://www.indexbraille.com/Downloads/V4-downloads.aspx>

Knowledge base: <http://www.indexbraille.com/Support/Information-V4-Embossers/V4-Knowledge-base.aspx>

If your embosser is equipped with firmware 1.1.x, the firmware needs to first be updated with a SD-card replacement. After the SD-card update, further firmware upgrades may come directly from the Internet. Please contact [support@indexbraille.com](mailto:support@indexbraille.com) for further instructions.

### 6.2 Before contacting Index Support

First, please contact your local distributor who is responsible for your installation and general service questions.

Before contacting Index Braille please check:

- Is the embosser starting up correctly, power (green led) OK, echo "Ready" OK.
- Make a hammer test by pressing HELP + ON LINE. Is all hammer block embossed correctly?
- Emboss a text file from Index CD directly with IbPrint. If this print out work correctly but not you Braille editor, it indicates that your Braille editor is not properly setup.
- Write down the serial number and firmware of your embosser.
- Write down the fault description.

## 6.3 Error codes

### ERROR - Table Firmware 1.3.9

100: IPC - Configure ->press OK to continue  
101: IPC - Timeout ->press OK to continue  
102: IPC - Restart ->press OK to continue  
103: IPC - Clear queue->press OK to continue  
120: Out of paper -> insert paper and press OK  
121: Paper jam -> remove paper and press OK  
122: Paper length fail  
123: Paper tray empty -> insert paper and press OK  
130: Service door open  
131: Paper tray open  
132: Braille tray open  
133: No tray / door signal open  
134: Braille tray full (Braille Box)  
135: Paper jam - release  
200: Spool file - error  
201: Spool file - empty  
202: Spool file - unknown esc sequence  
203: Spool file - WinBraille esc sequences not supported  
210: Spool file - V3 format esc sequences not supported  
204: Spool file - XML-document  
205: Spool file - HTML-document  
206: Spool file - post script file  
210: Spool file - V3 format  
211: Spool file - V2 format esc sequences not supported  
212: Spool file - min value for parameter in esc sequence exceeded  
213: Spool file - max value for parameter in esc sequence exceeded  
214: Spool file - max characters per line exceeded  
215: Spool file - max lines per page exceeded  
216: Spool file - to many transparent characters  
220: Spool file - unknown parameter  
299: Spool file - formatting error  
300: Not a valid file, checksum error  
301: Not a valid magic number  
302: Not a valid header  
500: Undefined hardware setup  
501: Undefined software setting  
502: Free memory error  
503: Large document error  
504: Large document error  
800: No SD-memory available  
801: SD-memory Read only ->press OK -> power on restart -> not OK change SD card



802: No factory settings -> Send new Configsys file to your V4 embosser  
810: Configuration - corrupt  
811: Parameter - corrupt  
812: Layout - corrupt  
813: Header - corrupt  
814: Network - corrupt  
999: Restart  
700: Ink timeout  
701: Ink start up  
702: Ink power up  
703: Ink Power down  
704: Ink post service

IPC = **I**nternal **P**rotocol for **C**ommunication between the Linux master CPU and the low lever CPU controlling the stepper motors and hammers.

Spool file errors (200-299) press OK embosses without complete information, or press ON to cancel the embossing.

[Link to latest internet error list](#)

## 6.4 Interfaces

**The interfaces are located at the back side of the embosser.**

- Power input 48V DC
- Reset/system reset button; press 3 seconds for system reset
- Service serial port
- LED yellow = paper sensor on Basic and Everest
- LED green
- Serial port
- USB port
- Network port

### 6.4.1 Reset and system reset

The reset button is located in the hole between the power in plug and the service serial interface. Please use a narrow pin to reach the reset button.

#### **Reset**

Press the reset button abruptly. This command will reset the embosser. It will start up the embosser and remove all Braille documents in the embosser in the same way as when the embosser is powered off.

#### **System Reset**

Press the reset button for a minimum of three seconds to make a system reset. The system reset restores all parameters to factory default, removing all Braille documents and re-starts the embosser.

## 7 Shipping the embosser

- Insert the embossing head transport locking
- Pack the embosser in its original packaging. The warranty will only be valid if the embosser is transported in professional packaging and the embosser head is locked.
- Wrap the packing with strong tape in at least two vertical rings around the box.
- To get quick and effective service, please include a fault description and sender information.
- Before shipping, contact Index Braille <http://www.indexbraille.com/Support/Contact.aspx> for a service ID number.

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