

Frequently Asked Questions ALVA BC640 and BC680



Questions

1. After updating my ALVA BC640 with Feature Pack it only produces a beep. How can I fix this?
2. Is there an overview available of the menu structure of the ALVA BC640 and ALVA BC680?
3. The Braille dots 1, 3, 4 and 6 are reversed on my Braille line. How can I correct this?
4. When I start up my PC with the ALVA BC640/BC680, connected via USB, Windows does not start up. What do I do?
5. Does the ALVA BC640/BC680 support the Toshiba BlueTooth Stack?
6. How do I change between USB and BlueTooth, vice versa, in Jaws?
7. Can I upload all of the various firmware versions in any ALVA BC640/BC680 or are there restrictions?
8. Can the ALVA BC640/BC680 be used with Window Eyes?
9. When I am using the ALVA BC640 with the Feature Pack and type via the Feature Pack, the wrong characters are shown on my PC. How can I fix this?
10. I've set up the number of cells I would like to use for my PC/Mac and my smart phone. How do I toggle the display between the two using a shortcut key?

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Answers

- 1. After updating my ALVA BC640 with Feature Pack it only produces a beep. How can I fix this?**

This can be solved by formatting the internal 4MB drive, using windows, or by pressing the first and last thumbkey (most left and right) while switching on the ALVA.

- 2. Is there an overview available of the menu structure of the ALVA BC640 and ALVA BC680?**

Yes, an overview of the ALVA BC640 and BC680 menu structure is available. Please see the attachment.

- 3. The Braille dots 1, 3, 4 and 6 are reversed on my Braille line. How can I correct this?**

The reason that the Braille dots are reversed is that the wrong cells are detected. In order to correct this, you can do two things:

1. In the settings file, correct the cell settings.
2. Delete the settings file. A new settings file (with the correct settings) will automatically be created, which should solve the problem.

- 4. When I start up my PC with the ALVA BC640/BC680, connected via USB, Windows does not start up. What do I do?**

Make sure that the PC is not set to boot from USB/removable drives. The boot-up sequence can be changed in the PC bios. If you are experiencing this problem, update your ALVA BC-unit with the newest version of firmware and the problem should be solved. This issue has been fixed from firmware version 2.0 onwards.

- 5. Does the ALVA BC640/BC680 support the Toshiba BlueTooth Stack?**

Yes, the ALVA BC640/BC680 supports the Toshiba BlueTooth stack. In order for this to work, you need to have installed the Installer version 2.0 or higher and upgrade the Toshiba Bluetooth Stack to version 6.30.01 or higher.

- 6. How do I change between USB and BlueTooth, vice versa, in Jaws?**

It is not possible to switch on the fly between USB and BlueTooth in Jaws. You will need to restart Jaws to initiate another connection. To switch between USB and BlueTooth, you will need to switch the preferred

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interface if both the USB and BlueTooth connections are connected and active. The preferred interface can be changed in the local menu or with the Hotkey Smartpad 2 + Smartpad 3 + Cursor Routing Key 1 for BlueTooth and Cursor Routing Key 40 for USB. On the ALVA BC680, the preferred interface can be changed by pressing Smartpad 2 + Smartpad 3 + Smartpad Up and Down on the right group of Smartpad Keys.

7. Can I upload all of the various firmware versions in any ALVA BC640/BC680 or are there restrictions?

Yes, as of firmware version 2.0 you can load all of the firmware versions in every ALVA BC640/BC680 unit. It is strongly recommended to always work with the newest/most recent version of firmware.

8. Can the ALVA BC640/BC680 be used with Window Eyes?

Yes, if you are using the driver software installer version 2.0 or higher, it is possible to use the ALVA BC640/BC680 with Window Eyes.

9. When I am using the ALVA BC640 with the Feature Pack and type via the Feature Pack, the wrong characters are shown on my PC. How can I fix this?

The ALVA BC-keyboard works in the same manner as a regular keyboard. This means that Windows does not recognize it as a Braille keyboard and that the keyboard layout in the ALVA needs to be set to match the Windows keyboard layout. This needs to be done in the language in which you work in Windows. For example, if you work in French, the French layout needs to be selected:

- Activate the local menu by pressing Smartpad 2 + Smartpad 3 + Smartpad Down. Smartpad 1 + Smartpad 2 are the keys on top of the display with the horizontal and vertical line. Smartpad Down is the down arrow key of the cursor cross on top of the display.
- Move down in the menu using Smartpad Down to the Braille Configuration Sub-Menu and press Smartpad Enter. The Smartpad Enter key is the middle of the cursor cross; the key with the round dot.
- The first option in the Configuration Sub-Menu is the keyboard layout. Press Smartpad Enter on this option.
- Select French (or the preferred language) with the Smartpad Up and Down keys and press Smartpad Enter to confirm your choice. The ALVA will change the keyboard layout to match the selected language and will try to select the Braille table to match the same language.
- If you would like to select a different Braille table, move one option down to Braille table and press Smartpad Enter again to select this option.

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- Select the desired table from the list with Smartpad Up and Down and press Smartpad Enter to confirm.
- Press Smartpad 1 (the key with three horizontal lines) to exit the menu.

10. I've set up the number of cells I would like to use for my PC/Mac and my smart phone. How do I toggle the display between the two using a shortcut key?

The shortcut key command is: Smartpad 2 + smartpad 3 + cursor routing key 1 for left segment and cursor routing 40 for the right segment.

If the split cell function is turned off this shortcut key will toggle the full 40 cells between the devices attached to it.

Please note that some screen readers do not support dynamic Braille configuration (changing Braille display size on the fly, which the split-point feature does).

Menu Structure ALVA BC640 & BC680

The ALVA BC640 and BC680 have an extended menu structure, which is detailed below.

Please note that the options marked in red are only available when working with a BC640 Feature Pack. The options marked in black are available in all ALVA BC640 and BC680 units.

MENU STRUCTURE

- Battery (charging status)
- **Notes**
- Date/Time (status)
- Bluetooth Status (connected or disconnected)
- Set Bluetooth Pairable
- Bluetooth (on/off)
- Bluetooth PIN (Personal Identification Number)
- Bluetooth Name
- Sleep (Sleep Time Function)
- **Braille Configuration**
 - **Keyboard Layout**
 - **Braille Table**
 - **Contracted (Grade 2) Table**
- Dot Pressure (Braille Reading Comfort)
- Number Status Cells
- Status Cells (Left/Right)
- **Splitpoint Configuration Menu**
 - **Split point active**
 - **Split point**
 - **Display layout**
 - **ALVA BC680**
 - **Keys to**
- Repeat keys (On/Off)
- 2nd Cursor Routing (On/Off)
- 2nd Cursor Routing Delay
- **Default Volume**



Menu Structure ALVA BC640 & BC680

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MENU STRUCTURE (continued from page 1)

- Sounds (On/Off)
- Cursor Routing Sound (On/Off)
- eTouch Key Sound (On/Off)
- Thumb Key Sound (On/Off)
- Smartpad Sound (On/Off)
- Set Time
- Set Date
- Date Format
- Date Seperator
- Time Format
- Time Seperator
- Language
- Preferred Interface (Bluetooth/USB)
- ALVA System Drive (On/Off)
- BT MAC (refers to the Bluetooth MAC address)
- Firmware (current firmware version)
- Hardware (current hardware version)
- Firmware Update
- Restore Factory Settings
- Test Mode
 - Braille Cell Test
 - Key Test

