

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 and save the packing material and transport locking in case you need to transport the embosser.

1.1.1 Removing transport lock

The green transport locking 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 the holders placed on the back plate.

(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.

(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 3 green transport locks from each embossing head axle.
3. Store the 3 transport locks at the holders on the embosser tower

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

1.1.2 Included in Shipment

The following is included in a 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 starts up directly when the power is connected. If you have already connected the power cable, press the ON key for 2 seconds to start the embosser. The fan starts directly and the starting up sequence is completed by the echo of the embosser brand name. It takes about 40 seconds to start up the V4 embosser. During this time the embosser loads the LINUX operation system and checks the embosser status etc.

1.2.1 Select Layout 1-5

It is a good time to select page layout when the embosser has just started up or is in a non active mode. For every embosser you may choose between five alternative layouts that include the most common paper sizes. The default layout also includes margins, lines per page, characters per line, page numbering etc.

To select page layout press "1" until you reach the layout alternative you prefer and press OK to select it.

The specific values in Layout 1-5 is presented at [MENU STRUCUTRE/MENU TREE/BRAILLE SETTINGS](#)

You may select HELP at all times to find your current layout settings.

1.2.2 Power down

Power off the a V4 embosser by pressing the OFF key (2 seconds). It is verified by the message "embosser is turning off". During power off the embossing heads are placed in transport position.

Please do NOT power down the embosser by directly disconnecting the power input plug. This is because it may leave not properly closed files 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 Index Memory Stick or www.indexbraille.com .

Install one of the following printer drivers on your computer.

- Windows XP, Vista Windows 7-32 Bit use Index Driver 5(32bit)
- Windows 7-64 Bit use Index Driver 5(64bit)
- Mac printer driver for Mac OS X 10.4 (32 bit)

Follow the printer driver installation wizard.

1.2.4 Connect via USB

USB is the most commonly used connection and 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" and follow the Plug & Play Wizard. When successfully installed the message "Your new hardware is installed and ready to be used" will come up.

1.2.5 Connect to network IP address

Connect the V4 embosser to your network. If the network supports DHCP the V4 embosser will now get a dynamic IP address

Verify the IP address by: Press HELP + 10. The V4 embosser will echo the network IP address. Please write it 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 www window. 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 lbPrint - drag and drop icon

Install lbPrint 5 from <http://www.indexbraille.com/Downloads/Software.aspx> .

lbPrint 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 lbPrint icon and select the emboss details like number of copies, duplexing, banner page etc.

About lbPrint

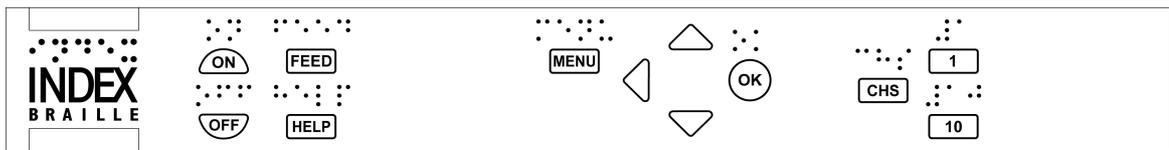
lbPrint is a drag-and-drop program for transferring text files, setup files, vertical alignment files, etc. to Index Braille embosser. The file will be transferred without any translation to Braille. lbPrint supports text and esc sequences.

1.3 Braille printout to confirm driver installation

The print of a simple test file, via lbPrint, 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 lbPrint select embosser and press "Print". A test pattern print out will confirm the embosser installation.

2 Menu Structure



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

2.1 Key functions

KEY TYPE	KEYS	FUNCTION
General keys	ON	Power on, completed with <i>ready</i> echo after 40 sec. Start embossing Exit menu mode without saving
	OFF	Power off Stop embossing
	FEED	New page
	HELP	Echo printer status, menu position, values, error mode etc
Menu keys	MENU	Open/close+save menu section
	ARROW UP/DOWN	Move to next menu item Select value from list
	ARROW LEFT	Move to a higher menu level Exit edit mode without saving
	OK	Select menu item Save selected value
Number keys	1	Gives the figure 1, part of inch
	10	Gives the figure 10, one inch
	CHS	Change sign between increase or decrease in numerical function
Double keys	OFF+HELP	Echo printer status, number of copies completed and position of the current printout
	OFF+OK	Emboss current copy and cancel remaining copies (Not implemented in 1.3X)
	FEED+FEED	Everest-D = Measure paper length
	FEED+ON	Basic-D = Moves the paper to tear off position in the Acoustic Cabinet Basic (not implemented in 1.3X)
	FEED+OFF	Basic-D = Reverse the paper out of the embosser
	HELP+CHS	Toggle between local and English speech feedback
	HELP+10	Echo embosser IP address
	HELP+ON	Emboss hammer test page (not implemented in 1.3X)
	HELP+HELP	Information page in letter graphics
	1+10	Start service center (Password protected not implemented in 1.3X)

2.2 Menu tree

<u>MENU</u>	<u>SUB MENU</u>	<u>FUNCTION</u>	<u>INFO</u>
Current document	<i>Emboss one copy of last printed document (01)</i>	Select: from page, to page	Start Current document by: Press ON LINE + MENU
	<i>Emboss multiple copies</i>	Select: number of copies	
Braille settings	<i>Select Layout 1-5</i>	OK = "Layout # selected" OK once again = Selects layout 1-5. Press OK + menu to use selected layout After selected the layout #, set Braille settings parameters as usual. Save with "menu" HELP echo the settings of active 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.
	<i>Select Paper Size</i>	Select paper size (list of standard papers + User defined) User defined paper: Set mm/inch, paper length, paper width	
	<i>Braille layout</i>	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)
	<i>Braille options</i>	Duplexing	(Single sided, double sided z-folding, single sided z-dolding and single sided not implemented in 1.3. X)
		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
	<i>Hammer impact</i>	Hammer energy	Normal/high
		Number of hammer strokes	1-3
Communication	<i>Network</i>	Echo Network IP address	HELP + 10
		Dynamic IP address on/off	
		Static IP address	
		Netmask	
		Gateway	
		Dynamic name server	
			Factory default serial port

2.3 Menu tree

MENU	SUB MENU	FUNCTION	INFO	
Communication	<i>Network</i>	Echo Network IP address	HELP + 10	
		Dynamic IP address on/off		
		Static IP address		
		Netmask		
		Gateway		
		Dynamic name server		
				<u>Factory default serial port</u>
		<i>Serial communication</i>	Baudrate	9600 baud
			Data bits	8 data bits
			Parity	none
			Stop bits	1
			Handshake	Hardware
		<i>Settings</i>	End of file delay	Seconds
			Reset to default	To factory default communication parameters
Option	<i>Speech feedback</i>	Speech feedback volume	Values 40-63	
		Speech feedback language		
	<i>Emboss without computer</i>	Braille manual		
		Information page in letter graphics	HELP+HELP	
		Hammer test page	HELP+ON (not implemented in 1.0X)	
		Braille format page	(not implemented in 1.0X)	
System	<i>Braille block position</i>	Distance between paper edge to first Braille line		
		Adjust folding line position		
		Layout 1-5		
		<i>Calibration</i>	Calibration of paper feed step length	
		<i>Embosser information</i>	Serial no, firmware, pages, temp	

2.4 Menu OFF

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

Enter the OFF menu by: OFF + MENU

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+OFF

2.5 Menu example

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

2.5.1 Stop embossing

- Press OFF
- Press FEED

2.5.2 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 file)
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)

2.5.3 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 file)
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)

2.5.4 Make one copy of a section of last printed document

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

1. On the front panel of the embosser, press Menu (echo: current document)
2. Press OK (echo: Emboss one copy of last printed document)

3. Press OK (echo: From page, current value is one)
4. Press #10 key 2 times and #1 key 3 times
5. Press OK (echo: to page, current value is 24)
6. Press #10 key 2 times and press SHC then press #1 key two times to reduce the value to 42
7. Press OK to start embossing one copies of pages 24-42

2.5.5 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 one copy of last printed document)
3. Arrow down (echo: emboss multiple copies)
4. Press OK (echo: Give number of copies current value is one)
5. Press #1 key 6 times (echo: one....seven)
6. Press OK to start the embossing of 7 copies pages 24-42

2.5.6 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 2 (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

2.5.7 Set user defined paper size (10x8 inch)

This menu samples present 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 12 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 supports paper weights of 120-180 gsm (gram 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 inch, width 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 is completed. The Basic-D automatically sensors the paper edge when printing starts.

3.2.2 Clear paper jam

- Turn off the embosser
- Open the tractors and remove all paper
- The embosser is now normally ready for use
- In the unlikely event that the paper is jammed inside the embosser head. Remove the embossing head and clear it from jammed paper, see instructions in the service manual.

3.3 Everest-D

Everest-D supports cut sheet paper; length 120-590 mm, width 130-297 mm. A custom size page format may be used within the width and length limits.

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.
- Adjust the angle of the bottom aluminum profile, holding the document guides, for best paper output handling with 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 smoothly towards the edge of the paper stack and 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 copy quality paper. Weight maximum 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 dark level down on the 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 each time, please check:

- Good copy paper quality with minimum weight of 120 gsm
- Move the sheet/card selectors upwards, 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 function

3.3.5 Maintaining

Complete service information is available at 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 normal aging process of rubber. The original sticky surface may be recovered by:

- a) By cleaning with a rubber cleaning liquid of the type used in copy machines.
- b) By 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 movements until the surface is sticky.
 - Repeat this with the other pick-up roller.

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

Full Braille tray is indicated by a blinking Paper indicator LED:s in the glass corner.

Press the Braille tray glass (hard) in to open it and remove the Braille document.

3.4.3 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.

4 Feedback

All local speech languages available at the day of shipment will be included in the embosser. New speech feedback languages will be available step by step at Index Braille website free of charge. Upgrade to the latest speech interface by following the instructions at V4 Knowledge Base at 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.

4.1 LED feedback

4.1.1 Front panel LED

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

Embosser status	Green 48 V OK	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

4.1.2 Basic/Everest interface LED (back side)

	Yellow	Green
Basic-D	Paper sensor	Paper movement indicator
Everest	Paper sensor	not used

4.1.3 Braille Box corner LED

The row of 16 LED lights is located at glass corner 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).

5 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](#)

5.1 Upgrading firmware, local speech etc

By upgrading the embosser firmware you get access to the latest firmware features and bug fixes free of charge, even those that were fixed after you purchased your 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 has first to be updated with SD-card replacement. After SD-card update further firmware upgrades may be directly from Internet. Please contact support@indexbraille.com for further instructions.

5.2 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 lbPrint. 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.

5.3 Error codes

ERROR - Table Firmware 1.1.7

100: IPC* - Configure

101: IPC* - Timeout

102: IPC* - Restart

103: IPC* - Clear queue

120: Out of paper

121: Paper jam

122: Paper length fail

130: Door open

131: Paper tray empty
132: Paper tray open
200: Spool file error
201: Spool file empty
500: Undefined hardware setup
800: No SD-memory available
801: SD-memory Read only
802: No factory settings
810: Configuration - corrupt file
811: Parameter - corrupt file
812: Layout - corrupt file
813: Header - corrupt file
814: Network - corrupt file

* = Internal Protocol for Communication between the Linux master CPU and the low lever CPU controlling the stepper motors and hammers.

5.4 Interfaces

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

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

5.4.1 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 shortly. 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.

6 Shipping the embosser

- Insert the embossing head transport locking
- Pack the embosser in its original packing box. The warranty will only be valid if the embosser is transported in a professional packaging and the embossing head is locked.
- Wrap the packing with strong tape in 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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