

## Brailliant 14 Frequently Asked Questions (FAQ)

### Q: What is the Brailliant 14?

A: The Brailliant 14 is a small, portable braille device that serves as the ideal companion tool with your various mobile devices such as smartphones or tablets. However, due to its unique Bluetooth setup, it also serves as a standalone note-taking tool and stopwatch without any connection necessary.

What makes the Brailliant Unique with an iOS device is that, combined with the Brailliant Sync app found on the App Store, users can type notes with the Brailliant not paired with any devices. The next time the Brailliant pairs with your iPhone, all notes that were previously taken are immediately synchronized with your email accounts and can be found in the notes folders of your email accounts on any device you choose to use, along with the iOS notes app.

For example, you are in a meeting, and your Bluetooth is turned off on your iPhone. You take notes with your Brailliant in that meeting and then re-pair with your iPhone later. Within seconds you will find those notes synchronized with your notes folder of your Gmail or other email account on your PC, smartphone, or tablet. Feel free to edit them on those devices, and they will synchronize with your Brailliant.

### Q: What are the differences between the existing Brailliant displays and the new Brailliant 14?

A: The Brailliant 14 is small in size but powerful in features. Like the existing Brailliant you can continue to use the Brailliant with screen readers to use as a braille terminal but it also has internal features. Internal features include, clock, Stopwatch and notes which allows you to synchronize notes to and from an iOS devices using an application called "Brailliant sync" which can be found on the APP store. The Brailliant 14 also has a 5-way button which can be used for navigating on screen readers and within the internal menu.

### Q: What is included in the box of the Brailliant 14?

A: The Brailliant 14 includes:

- Brailliant 14 display
- Carrying case with lanyard
- USB cable
- Wall AC adaptor for charging.
- Quick start guide, Braille / Print
- Companion CD

## Q: What are the buttons on the Brailliant 14?

A: The Brailliant 14 prides itself on having a high quality, durable design with a simple, minimalistic interface. With the device in front of you as if you were going to begin typing:

- Left edge of the device
  - The front slot is a micro USB charger and connector to a computer when necessary
  - Behind the slot is the power button. Press and hold for 3 seconds to power off / on
- Back edge
  - The switch on the back left corner toggles between the Brailliant's internal applications (Notetaker, stopwatch and settings), and the braille terminal mode. Having the switch to the left puts the Brailliant in application mode while switching it to the right puts it in braille terminal mode where you can pair with other devices.
- Right edge has no buttons on it.
- Front edge:
  - HumanWare's signature thumb keys. From far left to far right they are (Previous, left, right and next). Typically the two outer thumb keys navigate from item to item, and the two inner thumb keys pan the braille display left or right.
- Face of the device:
  - At the top of the face of the Brailliant, you have your standard 8 dot braille keypad. From left to right the keys are, (Dots 7/backspace, 3, 2, 1, 4, 5, 6, 8/enter).
  - Between and slightly above dots 1 and 4 is the Brailliant 5-way button. This allows for simple navigation among items. It also emulates the flick left, right, up and down gestures found on iOS. Pressing inward on the 5-way button selects items.
- Below the keypad:
  - You will find the Brailliant's 14 high-quality braille cells. Above each cell is a unique touch cursor. Rather than needing to press a button to activate a cursor router key, you simply slide your finger up from a cell and the touch sensor will detect the location of your finger and either route the cursor to that cell or activate that item. You will feel a slight vibration of the device when finger detection is made.
- In front of the braille display:
  - You will find the Brailliant's ergonomic spacebar.

## Q: Does the Brailliant 14 have a user replaceable battery?

A: No, to provide optimal battery life, the battery must be replaced by HumanWare or an authorized dealer.

Q: What is the battery life, and how do I recharge it?

A: To optimize the battery calibration, we recommend charging the device for a minimum of 8 hours before the first use. After the first use, it will take 4 hours to fully charge the battery. When fully charged, the Brailliant can be used for up to 20 hours when used with Bluetooth. If, however, you find your battery level inaccurate you might need to perform a battery calibration. Refer to [Q: My battery seems to drain quickly, or it gives me the wrong battery level?](#) for more information.

Q: What can I do if my Brailliant beeps?

A: The Brailliant's battery management system includes a battery protection circuitry that prevents it from being damaged by total discharge. If the battery is low, the Brailliant will warn you with a beep before switching off automatically.

Q: What are the dimensions of the Brailliant 14?

A: Size: 166x100x23 [mm] ;  
weight: 285 Grams, 0.63 lbs

Q: How many devices can the Brailliant 14 pair with?

A: 5 devices at once.

Q: How do I switch between my Bluetooth devices?

A: Whilst in Braille terminal, double press the on/off button to access the menu. Press c to jump to connections and press enter. Here you will have list of all your paired devices, choose the device you want by press enter on the selected pairing name.

Q: Does the Brailliant 14 come with a carrying case?

A: Yes the device comes with a protective leather pouch that allows for the device to remain protected while in use.

Q: What screen readers will the Brailliant 14 work with?

A: At the time of launch the Brailliant 14 has been approved by Apple to work with Voiceover on iOS and Mac, Android, SuperNova, Jaws and NVDA.

Q: How do I set up my device and iPhone for synchronizing notes I want to take on the Brailliant?

- A:
1. download the Brailliant Sync app from the App store.
  2. Ensure your Bluetooth is turned on. If it is not, enter your iOS control Center by touching the status bar at the top of the screen where the time is found and perform a 3 finger swipe up gesture. Find the Bluetooth item and make sure it is on.
  3. On your home screen double tap to activate the Brailliant Sync app.
  4. Double tap on the add an account button.
  5. Select if you have a Google or other account by double tapping on the appropriate item.
  6. Fill in your account info, double tapping on the save item in the top right corner of the screen when done.

Your account is now set up, and within a few seconds you will see your account appear on your Brailliant after you select the Notes item.

Q: My email account is not being shown in notes on the Brailliant BI-14?

A: If you have only recently set up the account it may take some time to automatically refresh. To speed this procedure up you can force to synchronize. When you have selected Notes for the synchronization by pressing **Space with S**.

Q: How do I create a new note?

A: Select the notes item from the Brailliant's main menu. Find the account you want to use and activate it with a cursor router or pressing the enter key (Dot 8). Press **space with N** for New note. You will now be in a new note.

Q: Can I type notes in contracted braille?

A: Yes, another benefit of the Brailliant 14's unique capabilities is that it has an embedded braille translator. This ensures that you can type in your chosen braille grade and your content will be translated to be viewed or modified on other devices.

Q: What are the Brailiant's shortcut keys for navigation among menu items?

A: The most powerful and efficient way of navigating is by first letter navigation. For example, pressing N will jump the focus to the notes application, this makes it a more efficient and straightforward way of accessing menu items. You can also choose to navigate using the next or previous thumb keys and using a cursor router key to activate items. Pressing the command space with E (dots 1-5) will exit an existing menu or application.

You can also use the 5-way button, pressing it right to move forward through a menu or left to move back in a menu. Flicking it down or pressing in on the 5-way button will activate an item while flicking it up exits the existing menu.

Q: Can I change the way the cursor is shown?

A: Yes. Dots 7 and 8 are commonly used as a cursor and can be shown differently depending on your preference. It can be shown as continuously up, or it can be shown as blinking. Setting the cursor to blink can be useful for those who are new to refreshable braille as this will assist in distinguishing what a cursor is and what is the contraction or character of the cell. The default braille cursor blink is set to off. To enable this, follow these steps:

1. From the Main Menu, press S until you are prompted with Settings.
2. Press Enter
3. Press B until you are prompted Braille cursor blink
4. Press Enter
5. You will be prompted with your current value, where the first cell will indicate the selection with all 8 dots being shown.
6. Press the Next thumb key (Far right) to move to on.
7. Press Enter. You will now have the first cell show all 8 dots followed by on.
8. Return to the main menu

Q: When reading a note or pressing enter while writing a note, I notice all eight dots are randomly shown. What does this mean?

A: While in a note, a cell showing eight dots indicates a new line. This can sometimes be a distraction when reading and can be set to off within the settings. The default value is on. Please follow these steps to turn off new line markers:

1. From the Main Menu press S until you are prompted "settings."
2. Press enter
3. Press N until you are prompted "New line ind"
4. Press Enter
5. You will be prompted with your current value, where the first cell will indicate the selection with all 8 dots being shown.
6. Press the Next thumb key (far right) to move to off.

7. Press Enter. You will now have the first cell show all 8 dots followed by off.
8. Return to the main menu

### Q: What are the shortcut keys when in a note?

A: When in a note you can perform the following shortcuts:

New line:	5-way button inwards, dot8
backspace:	space+dot1+dot2, or dot7
Previous line:	space + dot1, 5-way button up
Next line (paragraph):	space + dot4, 5-way button down
Previous word:	space + dot2
Next word:	space + dot5
Previous character:	space + dot3, 5-way button left
Next character:	space+dot6, 5-way button right
Jump to beginning of note:	space+dot1+dot2+dot3
End of the note:	space+dot4+dot5+dot6
Save without exiting:	space+ S, dot2+dot3+dot4
Save and exit:	space+ E, dot1+dot5
Exit without saving	Space + Z, Dots 1-3-5-6
In notes list, delete note	Space with D (Dots 1-4-5)
In notes list, force sync	Space with S (Dots 2-3-4)

### Q: Does the Brailliant 14 have a clock?

A: Yes, when you turn on the device in the application mode you immediately see the time. Please note it is not possible to set the time manually. The time is automatically synced once the Brailliant BI-14 is connected to the Brailliant Sync application.

### Q: How do I pair my Brailliant 14 with my iPhone?

A: You pair your Brailliant 14 with your iPhone running iOS 10.3 or later via the standard Voiceover method.

- On your Brailliant 14 ensure the toggle switch is to the right and the unit is on. This ensures the Brailliant is in terminal mode and ready to be paired with devices
- From the home screen activate settings
- Activate General
- Activate accessibility
- Activate Voiceover
- Activate Braille
- If Bluetooth is not turned on you will be prompted to do so now
- At the bottom of the list, you will now find the Brailliant 14. Activate it, and it will immediately pair

### Q: Can I use my Notes app on my iPhone to see my synced notes?

A: Yes, if you have set up your mail app to sync notes in the iOS settings under mail, then yes you can use the Notes app to access notes that have been synchronized. To ensure that your email accounts are set to sync notes, open the iOS settings app, activate Notes, and activate your account. Ensure that notes are set to on.

### Q: Can I use my Notes in Outlook to see my synced notes?

A: Yes, if you have configured Outlook to use your email client you will be able to synchronize your notes to and from the Brailliant.

Please follow these steps to create a note within Outlook:

You can create a note from any Outlook folder.

1. In **Notes**, on the **Home** tab, in the **New** group, click **New Note**.



2. **Keyboard shortcut** To create a note, press CTRL+SHIFT+N.
3. Type the text of the note. The note saves automatically and providing you have set up your email client in the Brailliant Sync Application it will automatically synchronize your note.
4. To close the note, press **Esc**.

### Q: Can I sync notes with Gmail?

A: Yes, however, there are several steps required in order to establish the synchronization. First, it is essential that you turn on IMAP syncing in the Gmail site. Log into [www.gmail.com](http://www.gmail.com). Select Settings, and choose the "Forwarding and Pop / IMAP" link. Ensure that IMAP is enabled and save the settings.

To send a note through Gmail, you will need to create a filter.

1. Log into your Gmail email account using your email address and password.

2. Navigate to “Settings” in the upper right corner of the screen, click the “Label” tab, then click “Create New Label.”
3. Name your new label something that’s easy to remember, for example, “Notes.”
4. Click on the “Filter” tab and select “Create New filter” in the “To:” section of the new filter, insert your Gmail name (of your Gmail address) followed by [+Notes@gmail.com](mailto:+Notes@gmail.com). (for example, my email address is [Brilliant@gmail.com](mailto:Brilliant@gmail.com) so you write [Brilliant+Notes@gmail.com](mailto:Brilliant+Notes@gmail.com)), then click “Create filter with this search.”
5. Checkmark the box “Apply the label” and then select the new label, “Notes.”
6. Test your “Note” feature to ensure you’ve set it up correctly by sending an email to the new email address you just created. You will know it was sent correctly if the note arrives in your newly created notes folder.

Now all notes taken on your Brailliant will be synced with your notes folder in Gmail.

Q: My battery is draining quicker than expected, or it gives me the wrong battery level?

A: The Brailliant has an onboard battery gauge and might need calibrating. To calibrate the battery make sure the Brailliant is fully charged by leaving it on charge for 8 hours. Once fully charged continue to use the Brailliant until it has fully discharged continuing to ignore the battery level reading. On charging up the second time, the Battery will be calibrated with an accurate battery level reading.

Q: Can I restore my Brailliant to defaults?

A: Yes, make sure the Brailliant is in the Main Menu. **Press space with dots 1,2,3,4,5,6** to do this. Then, **press down on the 5-way button while pressing dots 4,5, and 6**. Remove all key presses and you will be prompted “Restore Default settings?”. **Press Y** for yes.

Q: What languages are supported?

A: The following languages are currently supported:

- English
- French
- German
- Swedish
- Turkish
- Norwegian
- Dutch
- Spanish
- Hungarian
- Arabic
- Russian

Q: Can I switch between literary braille and computer braille when in note?

A: Yes, to switch between your chosen braille table **press space with g**.

Q: What literary braille tables are supported?

A: The following literary braille tables are support with more expected in due course:

- UEB
- UK
- US
- French UNI
- French FR (
- German - Deutsch
- Sweden – Svenska
- Russian - Russkiand

Q: What computer braille tables are supported?

A: The following computer braille tables are supported on the Brailiant 14:

- English US
- English UK
- Arabic
- Danish
- German
- French
- Norwegian
- Dutch
- Polish
- Swedish
- Xhosa
- Zula
- Africaans

Q: How do I set the date and time?

A: The date and time can not be set manually from the user. In order to set the date and Time ensure you have setup you device for Synchronization. Please refer to [Q: How do I set up my device and iPhone for synchronizing notes I want to take on the Brailiant?](#) for more information on setting up your device for synchronization.

### Q: How do I upgrade the Brailiant 14?

A: To upgrade your Brailiant 14 Firmware:

1. Download the Brailiant 14 upgrade file and make sure you remember its location on your disk.
2. Install the Brailiant BI 14 Updater on your PC from your Brailiant 14 CD or from our website at [www.humanware.com/Brailiant\\_support](http://www.humanware.com/Brailiant_support)
3. Run the Brailiant BI 14 Updater on your PC.
4. Connect your Brailiant 14 to your computer with a USB cable. Your computer should now recognize your Brailiant.
5. Turn on your Brailiant 14.
6. Make sure you are in Application mode – the switch in the rear of your device should be in the **left position** (the position closest to the edge of your Brailiant). Switch to Application mode now if you are in Terminal mode.
7. Scroll to the About menu of your Brailiant and press Enter.
8. In the About menu, scroll to the Upgrade item and press Enter.
9. On your PC, click the **Choose...** button in the bottom left portion of the Brailiant 14 Updater window.
10. A file explorer window will open. Find and open the firmware upgrade file you downloaded at step 1. This file should be a **.dfu** file.
11. Click the Upgrade button in the bottom right portion of the Brailiant 14 Updater window.
12. Wait until the upgrade process is completed. This may take several minutes.
13. Once the upgrade process is complete, press and hold the Power button for 10 seconds. Your Brailiant will close.

Your Brailiant 14's firmware is now up-to-date.

### Q: Can I have more than one account for synchronization of notes?

A: Yes, simply add your accounts the same way, and all notes and account will be synchronized to the Brailiant 14.

### Q: What is the warranty on the Brailiant 14?

A:     US and Canada: One (1) year  
          Continental Europe and UK: Two (2) years  
          Australia and New Zealand: One (1) year  
          Other countries: One (1) year

It is also possible to purchase a Service contract via Customer Service at 1-800-722-3393

Q: Why does my Brailiant BI 14 shut down after 15 minutes of non-use?

A: The Brailiant BI 14 has an automatic braille shut off time when left on and not being used for 15 minutes. This is so to improve the efficiency of the battery. To wake the Brailiant BI 14 up again simple press any key. By default this option is set to off. To change this setting go to settings and select Auto power off.

Q: What do the Braille dots represent at the last cell when charging?

A: When the Brailiant BI 14 is fully shut down, and with the charger plugged in, the Braille display will show "Charging", with the last braille cell (14<sup>th</sup> cell) showing the battery level as a proportional to the number of dots.

For example, if you have dots 1,2,3 and 4 shown this represents 4/8 or half of the full charge.

Q: Does the Brailiant BI 14 have a one-handed mode operation?

A: Yes, to enable/disable one-handed mode users will need to select this option through the menu. This can be achieved by a user of one hand by using the 5-way button to navigate. Please follow the steps below:

1. Using the 5-way button, scroll to setting and press enter.
2. Using the 5-way button, scroll to one hand mode and press enter.
3. Using the 5-way button, scroll to yes or no followed by pressing enter

Q: How do I set up my iCloud account with Brailiant Sync App?

A: It is possible to use the iCloud account with the Brailiant Sync app. However, you will need to ensure your Apple ID is secured by enabling the two-factor authentication. In addition to this as the Brailiant Sync application is not a service provided by Apple you would require an App-specific password to be generated. Please refer to the following guides before proceeding with the next steps:

- [How do I turn two-factor authentication?](#)
- [How to generate an app-specific password?](#)

Due to iCloud not supporting the IMAP protocol by default, you are also required to go through adding a new email client, please follow these steps:

1. Go to Settings > Accounts & Passwords and double tap Add Account
2. Double tap Other, then tap Add Mail Account.
  - Name: *Type your name*
  - Email: *Please enter your iCloud email address*
  - Password: *Your App-specific password NOT the account password*
  - Description: *Any name can be placed here to associate the account being used*
3. Double tap Next. Mail will try to find the email settings and finish your account setup.

**Note:** *You will be prompted with the following message “The IMAP server automatically added for ios & os x mail is not responding....” Double tap the ok button to edit the server details.*

Please enter the following server details:

Incoming mail server

- Host Name: *imap.mail.me.com*
- Username: *name part of your iCloud email address (for example, emilyparker, not [emilyparker@icloud.com](mailto:emilyparker@icloud.com))*
- Password: *Your App-specific password*

Outgoing mail server

- Host Name: *smtp.mail.me.com*
- Username: *name part of your iCloud email address (for example, emilyparker, not [emilyparker@icloud.com](mailto:emilyparker@icloud.com))*
- Password: *Your App-specific password*

4. If your email settings are correct, double tap Next to finish. If the email settings are incorrect, you'll be asked to edit them.
5. If the account has successfully been validated, you will be prompted to select the services you require. Please ensure that Notes is enabled.
6. Double tap save
7. Next, download the Brailliant Sync app from the App Store.
8. Ensure your Bluetooth is turned on. If it is not, enter your iOS control Center by touching the status bar at the top of the screen where the time is found and perform a 3 finger swipe up gesture. Find the Bluetooth item and make sure it is on.

9. On your home screen double tap to activate the Brailliant Sync app.
10. Turn on the Brailliant BI-14
11. Double tap select device. You will be given a list of found devices. Double tap the serial number linking to your Brailliant BI-14.
12. Double tap on the add an account button.
13. Select other account by double tapping.

Add the following information in the provided editable fields.

- E-mail: *Enter your iCloud email address*
- Host Server: *imap.mail.me.com*
- Username: *name part of your iCloud email address (for example, emilyparker, not emilyparker@icloud.com)*
- Password: *Your App-specific password (Same as previous app-specific password)*
- Port: *993*
- Display Name: *Any name can be placed here to associate the account being used*

14. Double tap check account
15. If all the above settings are correct you will be prompted "Account settings have been checked successfully."
16. Double tap the ok button
17. Double tap the save button
18. You can now return to the home screen

#### Q: How to generate an app-specific password

1. Sign in to your [Apple ID account page](#).
2. (<https://appleid.apple.com/account/home>) You will be asked to enter your Apple ID followed by your Apple ID password
3. Providing you have enabled the two-factor authentication, you will be prompted to enter a code. A message with a verification code would have been sent to the device. Please enter the code to continue.
4. In the Security section, click Generate Password below App-Specific Passwords.
5. You will be prompted to enter a password label. Type Brailliant and select the create button.
6. You will be prompted with the app-specific password; please note this down as this will be used for all the password fields.
7. Note: Password is case-sensitive.
8. *Once you are finished, you won't see that App password code again. However, you will see a list of apps and devices you've created App passwords for.*
9. Return to the Brailliant Sync App. Enter your **username** but replace your **password** with the app-specific password generated.
10. This will then grant you access to your account through the Brailliant Sync App

### Q: How do I Turn on two-factor authentication in Settings

1. If you're using iOS 10.3 or later:
2. Go to Settings > [your name] > Password & Security.
3. Double Tap Turn On Two-Factor Authentication.
4. Double Tap Continue.
5. Enter the phone number where you want to receive verification codes when you sign in. You can choose to receive the codes by text message or automated phone call.
6. When you double tap Next, Apple sends a verification code to the phone number you provided.
7. Enter the verification code to verify your phone number and turn on two-factor authentication.

### Q: Sometimes I appear to be losing data within my notes, why is this?

A: When you edit notes on both sides, both from the Brailliant BI-14 and Ios/PC/Android device you can generate conflicts due to synchronization not happening. Synchronization is dependent on servers acting in pulling and pushing any added information. Unfortunately, synchronization is unpredictable and thus can cause conflicts or loss of data. It is suggested to force a synchronization immediately if you are intended to switch between devices. Please refer to ["How do I ensure synchronization occurs immediately?"](#) For more information on how to do this.

### Q: How do I ensure synchronization occurs immediately?

A: To ensure Brailliant syncs up with your notes immediately, follow these steps:

1. Go to Applications mode on the Bi-14 by sliding the switch to the left.
2. Navigate to Notes, then to the account to sync.
3. Press Space + S to initiate the synchronization.

### Q: What are the Brailliant BI-14 Default settings?

A: Below is a list of settings with its defaults values:

- Auto power off = Off
- Sleep = Off
- Sound = On
- Vibration = On
- Cursor sense = 3
- Cursor Vib = 3
- BRL Curs blink = Off
- Computer Braille = English UK
- Literary Braille = English UEB
- Default Braille = Literary
- Language = English
- One-handed mode = Off
- New line indicator = On

#### Q: I am unable to wake up my iOS device?

A: If it is the first time you are using this enhancement you will be sent a notification to the iOS device which you will need to acknowledge.

If you are still having difficulties with making the ios device wake up it could be that you have an Apple watch which is blocking the wake-up functionality. If you have an Apple Watch, to make the message display on your phone and thus wake it up, you need to go to Watch application on your iPhone and choose Notifications on My Watch tab. Then find BrailliantSync on the "Mirror iPhone alerts from" list and turn it off.

#### Q: How do I connect the Brailliant BI-14 to my Windows 10 PC?

A: There is no driver required to connect the Brailliant BI-14 to a windows 10 PC. Simply connect the Micro USB to the left edge of the Brailliant and the USB port to the Windows PC. The Windows PC should then install the Brailliant as a standard serial communication channel. This will also assign a com port number. Please take note of this number as you might require it when setting up the Brailliant with Screen Readers at a later point.

**If you are still not able to connect the Brailliant to a PC, please follow these steps:**

1. Navigate to the Brailliant com port under the Ports, COM and LPT branch of the tree in Device Manager. If it is not present under this tree please try Others.
2. A Brailliant/unknow shows an exclamation mark beside the assigned com port number.
3. Right-click on the com port to open the context menu and navigate to "Update driver".

4. Select the option to "Browse my Computer".
5. On the next screen, select the option "Let me pick from a list of installed drivers on this computer".
6. The list will likely show two options, the "Humanware Brailiant B and BI" driver, and "USB Serial Device", which is the built-in USB serial driver in Windows. Select "USB Serial Device", then 'ok'.

At this point, the Brailiant will likely make a sound indicating that it is connected, and you should be able to continue the configuration as per the regular procedure.

Q: Can I download the Braille Traile Reader File transfer application so that I can transfer TXT and BRF file to the Brailiant BI-14?

A: No, the Brailiant-BI14 is not compatible with the Braille Trail Reader Application, only the Braille Trail Reader will be able to transfer TXT and BRF files.

Q. I have come across the APP beep mode in the settings, what does this do?

A : When this option is activated, the device will make a beeping sound each time a connection is established between your BI-14 and an iOS device. This can be annoying for some, therefore you can turn this beep off.