# Frequently Asked Questions:

## Q: What is unique about the Mantis Q40?

The Mantis is a first of its kind braille device providing an all in one solution for users who want to keep braille at their fingertips while utilizing a Bluetooth Standard keyboard. A user no longer needs to carry both a Bluetooth keyboard and braille device, along with their computer / mobile tool, or choose between choosing braille or not if they are using a Standard keyboard. The Mantis is small enough to fit easily in one’s laptop or tablet bag and has the internal intelligence to be a powerful tool in a classroom or job environment.

## Q: Does the Mantis Q40 come with a carrying case?

Yes, it comes with a protective shell case which protects the sides and back of the device. A professional carrying case from Executive products can be purchased as an additional accessory.

## Q: What operating systems and screen readers will be supported by the Mantis?

Mantis Q40 will be compatible with:

* Windows 8 and above using Jaws 18+ and NVDA
* MAC OS 10.15+ Catalina
* iOS 13.6+
* Android and Chrome OS Pending updates from Google

## Q: What are the dimensions and weight of the Mantis Q40?

The dimensions are 29 cm x 17 cm x 2 cm or 290 mm x 170 mm x 20 mm

Weight = 786 grams or 1.7 LB

## Q: What files are supported on the Mantis Q40?

The Mantis Q40 supports several file formats.

The Editor application supports:

DOC, DOCX, TXT, BRF and BRL

The Library application supports:

BRF, PEF, TXT, HTML, DOCX, NISO and RTF

## Q: Is there a maximum file size that can be opened on the Mantis Q40?

Yes. When using the editor, the maximum file size is dependent on the file format. The maximum size of a .brf or a .brl file cannot excess 221 KB. A .doc, .docx or .txt file cannot excess 2 MB.

The maximum file handling size in the library is 100 MB. If a file exceeds this size you will receive a “file too large to open” notification.

## Q: Is there a way to open BRF files without the file being translated by the onboard braille translator?

Yes. To avoid BRF files from being translated, open the BRF file using the Library application. This can be very useful if you want to read a BRF file as it is without any further translation. Example of this could include braille music or simply a BRF file that contains a mix of braille tables (Contracted and uncontracted).

## Q: How long will the battery last?

Mantis’s battery will provide you at minimum 15 hours of usage and is user replaceable with the removal of two screws on the back of the device.

## Q: How is the battery charged?

Via a USB-C connection on the left side of Mantis.

## Q: When typing in the editor, is it possible to switch between Standard and Perkins style input?

Yes, the **F12** key acts as a toggle between Standard and Perkins style braille input. When using braille input, the FDS keys serve as dots 123, and the JKL keys serve as dots 456.

## Q: When saving books or note files, can I use external storage devices?

Yes, the Mantis Q40 offers a USB host port for thumb drives and an SDHC slot for SD cards. In addition, the Mantis itself contains 16 GB of internal storage.

## Q: You mentioned that the Mantis can download books. How is this done?

Books can either be read from one of the available storage media (USB thumb drive, SD card, or internal storage), or by connecting your Mantis Q40 to an available wireless network. Once connected to WIFI, you can download books from Bookshare or NFB Newsline.

## Q: Are DAISY books supported in the book reader?

Yes, Bookshare books can be downloaded and navigated using the DAISY elements.

## Q: If someone gives me a file to read, can the Mantis Q40 read standard document formats, such as Microsoft Word files?

Yes. Providing a thumb drive or SD card with files in the .doc, .docx, .txt, .brf and .brl format can all be read using the Mantis’s internal applications. Mantis has an internal braille translator and provides fantastic forward and backward braille translation.

## Q: Am I able to type and read in other languages, and ensure the braille and print is correct?

Yes. Thanks to Mantis’s multiple language profiles, you can set multiple language options depending on the language you are typing or reading. If you need to go to a Spanish class for example, you simply change your language profile to Spanish from within the Mantis settings, and the braille and translation will be changed to your preferred Spanish braille table.

## Q: If I have multiple language profiles available, is it possible to quickly toggle between them?

Yes. If you have previously created multiple language profiles, you can simply press **Ctrl + Fn + L** to toggle through your created profiles. This is extremely useful if while in a document you wish to change your braille reading to a native foreign language such as French or Spanish.

## Q: Can I toggle between contracted and uncontracted braille?

Yes. When setting up your Braille profile you are asked to configure your preference for contracted braille and uncontracted braille. Please refer to “How to create a new Braille profile” if you need to create a new Braille profile. This is a great hidden gem that allows you as a user to control what is shown on the braille display. If you come across a contracted word that you are not familiar with, pressing **Ctrl + Fn + G** will toggle from contracted braille to uncontracted thus expanding the word, allowing you to learn the contraction.

## Q: Are the keyboard keys replaceable?

No. If keys have become dislodged or completely removed, please contact HumanWare or your local distributer for assistance.

## Q: How can I check my firmware and update if needed?

From the device’s main menu, navigate to the settings menu and activate it with enter or a router key. Navigate to the About option and activate it. From within this menu, you will see the version number.

You can update the Mantis in two ways. The simplest is by connecting it to WIFI. When connected, the Mantis Q40 will automatically recognize there is a new firmware available, and prompt you to download and install it. Alternatively, you can put the .SWU file you download from the APH web site to a thumb drive or SD card, and insert them into the Mantis. The option "install update" will appear. Press on it. Within around 30 seconds the device will restart and you will see a progress indicator. Do not remove the storage media or power off the Mantis Q40 during the update process.

Please note, the Mantis will need a minimum of 10% battery to perform the upgrade. It is advised to plug in the power chord before updating.

## Q: What SD card size can I use with my Mantis Q40?

The recommend maximum size of SD card is 64 GB.

## Q: What is the circle button in the center of the thumb keys?

This button acts as the device’s home button. When accessing local content on the Mantis, the home button will bring you to the device’s main menu. When connected to an external device such as a computer or smartphone, pressing this button will bring you back to the local interface where you can change devices, or access the internal applications of Mantis.

## Q: How many devices can I connect the Mantis Q40 to at once?

Mantis can connect to up to 5 Bluetooth devices at once along with one USB connection. To switch from one device to the next, simply tap the center circle home button between the thumb keys, and select your desired device to toggle to.

## Q: How do I turn the Mantis Q40 on and off?

A long press and hold of the power button on the left side of the Mantis will power it on. While powered on, performing a long press will force shut down the device. When powered on you will feel a long vibration, you can select the “Power Off” option from the main menu of the Mantis to shut it down completely. You will feel a double vibration when completely powered off.

While on, a single quick tap of the power button will put the Mantis to sleep and wake it up.

## Q: I live outside the United States, can I still purchase the Mantis Q40?

APH has partnered with HumanWare for the international distribution of the Mantis Q40. Please contact HumanWare for more information about Mantis in your country and language.

## Q: In the menus, if I know what I am trying to get to quickly, is there a faster way to navigate the menus?

Yes. In any menu, simply press the first letter of the item to jump quickly to it.

## Q: Is there a quick way to check the Mantis’s battery level?

Yes. Press **Ctrl + Fn + P** to display the battery level.

## Q: I am trying to connect my Mantis to my iPhone, how do I do this?

The first time, on your Mantis:

* Navigate to the Terminal application from the main menu.
* Select “Add Bluetooth device”.
* Read instructions on the display; press Enter to dismiss the message.

Now on your iOS device:

* Open your settings app from your home screen
* Choose accessibility
* Select Voice Over
* Select Braille
* The Mantis should appear under “Choose a braille display”, Select the Mantis to connect.

You will be notified that your device is paired by a chime sound on your device.

Now from here on out:

* Simply select the “Connected devices” option within the Terminal menu on your Mantis
* You should see your iOS device listed in your paired device list, and activate it

You can now control your iOS device with your mantis and feel braille under your fingertips!

## Q: How do I switch between multiple devices?

If you have multiple devices paired to your Mantis, while using one device, simply tap the home button in the middle of the thumb keys, select the Bluetooth connections item and choose your desired device to switch to.

## Q: Can I wake up my iOS device from my Mantis?

Yes. Pressing the home command of **Alt + Ctrl + H**, or a cursor router key on the Mantis with your iOS device locked, will wake it up where you can enter your passcode. This allows you to keep your iOS device in its bag or pocket while you use the Mantis as its controller and output.

## Q: I have accidentally switched my system language to another language, now I am unable to understand the braille to get it back to English, is there a reset that can be done without losing data?

Yes, there is a reset that can be performed without performing a factory reset.

You will need to start the device up in recovery mode, follow the below steps:

1. Press hold the **home button** (Circle button) While turning on.
2. Release when you are prompted on the braille display “Recovery mode”.
3. The system will boot with starting up for a few seconds and then power off.
4. Restart the device normally and the diagnostic menu will be available in main menu.
5. When the device is started in recovery mode press **Ctrl + Windows + L**. Please note this shortcut is only available when in recovery mode. A list of available languages will be given. Using your up and down arrows to navigate the language you wish to revert to, press Enter.