



Vibe 12

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A Introduction

1 Introduction



CAUTION

Read this user manual carefully and retain it for later use.

The Vibe 12 is a versatile, symbol supported communication tool based on the Mind Express graphic communication program. The Vibe 12 runs on the Windows 10 operating system.



TIP

If you are not familiar with Windows 10, we advise that you only perform the actions described in this user guide and in the user guide of the Mind Express program.

To make optimal use of the device, we recommend that you read this user guide carefully before using the device. A basic knowledge of the Mind Express program is also recommended. The user guide regularly refers to the use of Mind Express.

2 Intended use

The device has a communication supporting function. This device is intended for general use in everyday life for people (from the age of 3) with a communication disorder (who are not able to speak or cannot speak clearly). Users must have adequate motor and mental abilities to use the device.

The device has been designed for indoor and outdoor use.

3 Prohibited use

The device must not be used for clinical, therapeutic or diagnostic purposes.

The device may not be used for purposes other than those specified in the intended use.

No modifications may be made to the device without consulting with and permission from Jabbla. Carrying out modifications can have consequences for safety, the warranty and compliance with regulations.

4 Service life

The expected service life of the device is 5 years. The quality and service life of the battery depends on the use.

5 The type plate of the Vibe 12

You will find the label with the serial number of the device on the rear panel.



Figure 1: Type plate Vibe 12

6 Technical data

Technical data Vibe 12

Specification	Explanation
Processor	Intel® Core i5
Operating system	Windows 10 Pro (64-bit)

Specification	Explanation
Hard drive	256 GB SSD
Internal memory	8 GB
Touch screen	<ul style="list-style-type: none"> • 12.3 inch capacitive touch screen • 10-point multi-touch • Resolution: 2736 x 1824 • Aspect ratio 3:2
Second screen	<ul style="list-style-type: none"> • 3.12 inch • mono green PMOLED • Resolution: 256 x 64
USB	1 x USB C
Battery	Standard Li-Polymer battery
Battery capacity	<ul style="list-style-type: none"> • 24 hours with normal use and standard settings • 6 hours with intensive use (continuous video and audio play) <p>Battery capacity varies considerably according to the settings, use and other factors.</p>
Weight	1,200 g (2.64 lbs)
Dimensions	<ul style="list-style-type: none"> • Height: 25 cm (9.8 inch) • Width: 30 cm (11.8 inch) • Depth: 1.5 - 4 cm (0.6 - 1.6 inch)
Webcam	<ul style="list-style-type: none"> • Front: 5 MP • Rear: 8 MP
Mounting	Mounting plate for REHADAPT mounting system or DAESSY mounting system.
Connectivity	<ul style="list-style-type: none"> • Wi-Fi 802.11a/b/g/n/ac • Bluetooth BT 5.0
Audio	<ul style="list-style-type: none"> • 1 integrated microphone • 2 integrated speakers
Power supply adapter	65 W - Microsoft Surface

B Description and operation

1 Introducing the Vibe 12

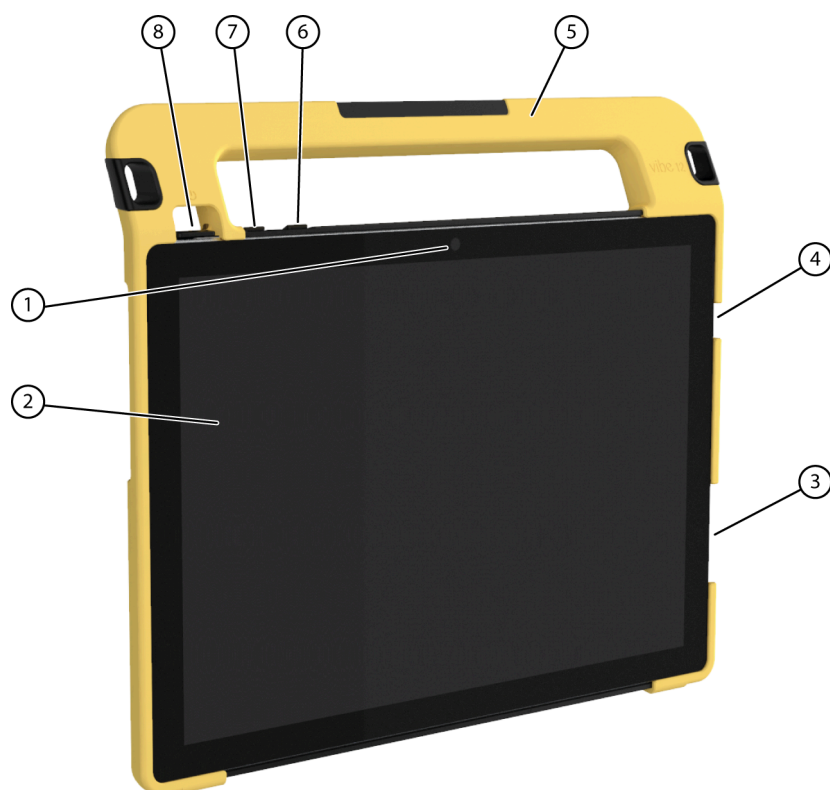


Figure 2: Vibe 12 front view

No.	Identification	Explanation
1	Front camera	The device has a front camera for taking photos and videos.
2	Touch screen	The device has a 12.3 inch capacitive touch screen. See Screen on page 7.
3	Power supply	You can charge the device using this connection.
4	USB port type C	You can charge the device and connect a USB C hub via the USB port. You can connect devices and peripherals via the USB C hub.
5	Handle	Sturdy handle with opening for attaching a strap.
6	Volume control +	You can increase the volume with this volume control. See Setting the volume on page 18.
7	Volume control -	You can decrease the volume with this volume control. See Setting the volume on page 18.
8	On/off button	This allows you to switch the device on/off or revert to sleep mode.



Figure 3: Vibe 12 rear view

No.	Identification	Explanation
9	Speakers	The device has a number of powerful loudspeakers.
10	Escape	This button is used: <ul style="list-style-type: none"> to stop all speech/sound to display the title bar and menu bar in Mind Express to switch from scanning to Mind Express to stop scripting in Mind Express
11	Reset	This button is used to reset the second display and the loudspeakers.
12	Tray stand	The Vibe 12 has a folding stand. The stand is designed so that the device can be ergonomically supported on a tray.
13	Connection switch 1	This input is for connecting switch 1. Only connect an unplugged, non-powered switch directly to the device!
14	Connection switch 2	This input is for connecting switch 2. Only connect an unplugged, non-powered switch directly to the device!
15	Mounting plate (optional)	Mounting plate for REHADAPT mounting system. You can also select a mounting plate for the DAESSY mounting system.
16	Infrared receiver	With the infrared receiver you can teach the device infrared codes.
17	Infrared transmitter	With the infrared transmitter you can transmit infrared signals to other devices. Such as: sound systems, television.

No.	Identification	Explanation
18	Second screen	The Vibe 12 is equipped with a second display on which text can be displayed.
19	Rear camera	The device is equipped with a rear camera for taking photos.

2 Options

The Vibe 12 can be supplied with an optional REHADAPT mounting system or a DAESSY mounting system.

3 Operation

The Vibe 12 is a versatile communication tool based on the Mind Express communication program. Thanks to the Mind Express, voice messages can be created by selecting images and/or symbols. Selection is done by:

- touch screen
- keyboard
- (modified) mouse
- switches

The Vibe 12 has a clear 12.3" high resolution touch screen.

The Vibe 12 runs on the Windows 10 operating system.

The device's rubber protective cover and integrated tray stand ensure the necessary anti-slip properties when the Vibe 12 is placed on a surface for use.



TIP

If you are not familiar with Windows 10, we advise that you only perform the actions described in this user guide and in the user guide of the Mind Express program.

4 Screen

The capacitive touch screen can be controlled in the following ways:

- your fingers
- a (capacitive) stylus that simulates your fingers (available from your specialist dealer or webstores)

C Safety

1 Safety

**CAUTION**

When mounting the device to a wheelchair, ensure that the unit is securely fastened and additionally locked, so that it cannot accidentally fall at the slightest shock or impact.

**NOTE**

The device uses a Li-Polymer battery. Ensure the device is safely disposed of. Keep to the waste regulations that apply in your region.

**NOTE**

If you are not using the device for a longer period of time, always store it with the battery half-charged. Ensure that the unit is switched off.

**CAUTION**

Avoid heat sources in the vicinity of the device, or areas that may become particularly hot. For example, in summer it can become very hot in a car. Temperatures that are too high may adversely affect the performance of the battery life.

**CAUTION**

The device is not watertight. Always try and avoid situations that could cause moisture or dirt to enter the device through the openings. Also take precautions when cleaning the device and always follow the cleaning instructions.

**CAUTION**

Do not use the tray stand as a handle for carrying the device! By using the tray stand as a carrying handle, it may detach from the device, causing the device to fall and possibly sustain damage.

The Vibe 12 is equipped with Wi-Fi and Bluetooth. Please observe the following safety precautions:

**CAUTION**

Do not use the device on a plane. Switch off the device.

**CAUTION**

Do not use the device in the hospital in the vicinity of medical electronic devices. The transmitted radio waves may affect the equipment.

**CAUTION**

Do not use the device in an environment where flammable gases are present (such as gas stations).

D Getting started

1 What's in the Vibe 12 box?

The Vibe 12 is supplied with the following parts:

- power supply with plug and cable
- USB C hub
- keyboard
- mouse
- USB stick
- carry case
- rubber protective cover
- strap
- Mind Express web license

2 First use

In principle, the Vibe 12 is fully charged on delivery. A charge status between 40 % and 90 % increases the service life of the battery.



Start up the device. Press and hold the on/off button (8) for several seconds. The device is ready for use when Mind Express is completely started.

See also

- [Viewing the power status on page 11](#)
- [Charging the Vibe 12 on page 10](#)

3 Storing the device for an extended period

1. Charge the device to approximately 50 %.
2. Shut down the device.



NOTE

The device must not be in sleep mode!

3. Store the device in a dry place at room temperature (20 °C).
4. Charge the battery every 3 months to approximately 50 %.

If you allow the battery to get empty, the device will no longer start. Fully charging can shorten the service life of the battery.

See also

- [Charging the Vibe 12 on page 10](#)
- [Viewing the power status on page 11](#)
- [Shutting down the Vibe 12 on page 17](#)

E Control

1 Switching on the Vibe 12



Figure 4: On/off button

Press and hold the on/off button (8) for several seconds.

If the device was in sleep mode, it can be used immediately. If the device was switched off, then Windows 10 must be started first.

See also

[Shutting down the Vibe 12 on page 17](#)

[Completely resetting the Vibe 12 on page 16](#)

2 Charging the Vibe 12

The amount of time you can use your device without needing to charge it depends greatly on how you use it:

- the audio volume
- the time set before the device reverts to sleep mode
- your Bluetooth and Wi-Fi use

If the device is used a lot, it is recommended to recharge it every day. To do this, use only the supplied power adapter. The device can still be used while charging. A charge status between 40 % and 90 % increases the service life of the battery.

Charge the device preferably at room temperature (about 20 °C / 68 °F). Temperatures lower than 5 °C (41 °F) and higher than 45 °C (113 °F) can have a negative effect on the battery.

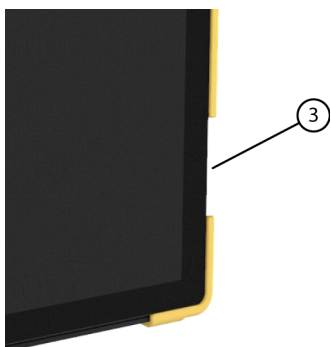


Figure 5: Connection for charging the device

1. Check the power status. See [Viewing the power status on page 11](#).
2. Connect the supplied power adapter between the device (3) and the power supply.

See also

[Viewing the power status on page 11](#)

3 Viewing the power status

Checking the battery status is a standard Windows 10 procedure.

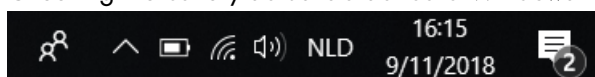




Figure 6: The Windows 10 task bar

Select the battery icon on the  right of the Windows 10 task bar. The remaining battery charge of the Vibe 12 is displayed.



NOTE

If the battery icon on the task bar is hidden, first select the display hidden icons icon  and then select the battery icon .



TIP

You can also display and read the battery status in Mind Express. See the Mind Express Help function.

See also

Charging the Vibe 12 on page 10

4 Control options

4.1 Touch-screen control

The way to make a selection on the touch screen can be customized by the user. See the Mind Express Help function.



CAUTION

Do not use sharp tools, to prevent scratching the touch screen.



NOTE

Tap with your finger, not with your fingernail!



CAUTION

Make sure the touch screen does not come into contact with water.

Use the following techniques to operate the touch screen:

Action	Technique
Left click	Tap once on the object with your finger.
Double-click	Give two short, quick taps on the object with your finger.
Dragging	To move a (draggable) object, touch the object and drag it to the desired location.
Right-click	Gently touch the touch screen with your finger, leave it there for a few seconds and then remove it again.



NOTE

The option to drag in communication boards, can be set in Mind Express.

See also

Mouse control on page 11

Joystick control on page 12

Scan control on page 13

Keyboard control on page 13

Using the on-screen keyboard on page 14

4.2 Mouse control

The standard Windows functions of the device and Mind Express can be controlled with a mouse. The device has one USB C port (4) to which you can connect the supplied USB C hub. You can connect the supplied mouse to the USB C hub with a USB A cable.

NOTE
To control the standard Windows functions of the device and Mind Express you can also use a capacitive stylus, a physical keyboard or an on-screen keyboard. You can also use a joystick to control Mind Express.



Figure 7: USB C port

TIP
For more information on activating and setting up the mouse control in Mind Express, see the Mind Express Help function.

See also

[Touch-screen control](#) on page 11

[Joystick control](#) on page 12

[Scan control](#) on page 13

[Keyboard control](#) on page 13

[Using the on-screen keyboard](#) on page 14

4.3 Joystick control

Mind Express can be controlled using a joystick (or a capacitive stylus, mouse, physical keyboard or on-screen keyboard). The device has one USB C port (4) to which you can connect the supplied USB C hub. You can connect a joystick to the USB C hub with a USB A cable.

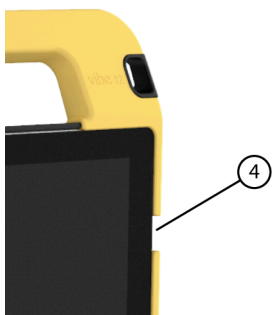


Figure 8: USB C port

CAUTION
Controlling the standard Windows functions with a joystick using third-party software should be avoided if you want to control your Mind Express with a joystick.

TIP
For more information on activating and setting up the joystick control in Mind Express, see the Mind Express Help function.

See also

- [Touch-screen control](#) on page 11
- [Mouse control](#) on page 11
- [Scan control](#) on page 13
- [Keyboard control](#) on page 13
- [Using the on-screen keyboard](#) on page 14

4.4 Scan control

The device can be operated in Mind Express by scanning. In Mind Express, you can specify how you want to scan. Switches (13) (14) can be connected to the device.

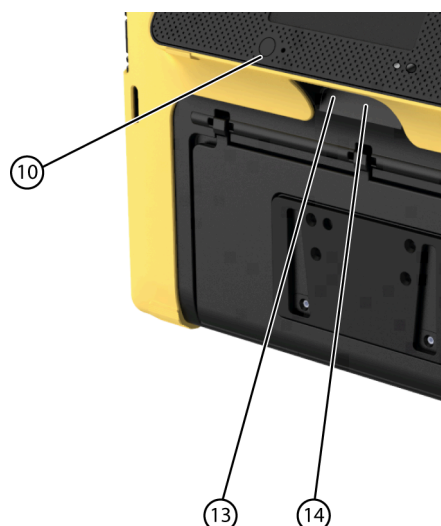


Figure 9: Switches

NOTE
To exit scan mode, press and hold the ESC button (10) for 1.5 sec.

TIP
For more information on activating and setting up the scan control in Mind Express, see the Mind Express Help function.

See also

- [Touch-screen control](#) on page 11
- [Mouse control](#) on page 11
- [Joystick control](#) on page 12
- [Keyboard control](#) on page 13
- [Using the on-screen keyboard](#) on page 14

4.5 Keyboard control

The standard Windows functions of the device and Mind Express can be controlled with a physical keyboard. The device has one USB C port (4) to which you can connect the supplied USB C hub. You can connect the supplied keyboard to the USB C hub with a USB A cable.



Figure 10: USB C port



NOTE


To control the standard Windows functions of the device and Mind Express you can also use a pen, a physical keyboard or an on-screen keyboard. You can also use a joystick to control Mind Express.

See also

- Touch-screen control on page 11
- Mouse control on page 11
- Joystick control on page 12
- Scan control on page 13
- Using the on-screen keyboard on page 14

4.6 Using the on-screen keyboard

In addition to a USB compatible keyboard, you can also use the on-screen keyboard.

1. Tap on **On-screen keyboard**  in the task bar.
2. From the title bar, drag the on-screen keyboard into the desired position.



TIP

For more information about the on-screen keyboard, refer to the Windows Help function.

See also

- Touch-screen control on page 11
- Mouse control on page 11
- Joystick control on page 12
- Scan control on page 13
- Keyboard control on page 13

5 Environmental control Vibe 12



The Vibe 12 has an infrared receiver (16) and an infrared transmitter (17). This enables you to control devices such as televisions, radios, DVD players using infrared codes.

The Vibe 12 can learn to recognize the infrared codes of the devices.

During the teaching procedure, hold the remote control of the relevant device (for example, the TV remote control) at a distance of approximately 5 cm from the Vibe 12's infrared receiver. Briefly press and hold the remote control button at the indicated time.

Refer to the Mind Express manual or online help on how to use and set the infrared codes.



6 Putting the Vibe 12 in sleep mode

Sleep mode is an energy-saving mode that allows you to quickly wake the device up again. The Vibe 12 automatically switches to sleep mode. Sleep mode settings can be changed in the Power management and sleep setting of the Windows 10. The Vibe 12 can also be put to sleep manually.



Figure 11: On/off button

Do one of the following:

- Choose  >  > **Sleep**.
- Briefly press the on/off button (8).

The touch screen switches off.

See also

Waking the Vibe 12 from sleep mode on page 15

Disabling sleep mode on page 19

7 Waking the Vibe 12 from sleep mode

If the touch screen of the Vibe 12 is switched off, then the Vibe 12 is in sleep mode.



Figure 12: On/off button

Carry out one of the following actions to wake Vibe 12 from sleep mode:

- Press the on/off button (8).
- Touch the touch screen in the top left corner.

i NOTE
The option are available as standard in Windows 10. Advanced Windows 10 users can change these settings via device management.

See also

[Putting the Vibe 12 in sleep mode on page 15](#)

[Disabling sleep mode on page 19](#)

8 Resetting the rear second display and loudspeakers

i NOTE
It is also possible to completely reset the Vibe 12 (see [Completely resetting the Vibe 12 on page 16](#)).

! CAUTION
Resetting is only permitted if the second display and/or the loudspeakers are completely unresponsive.

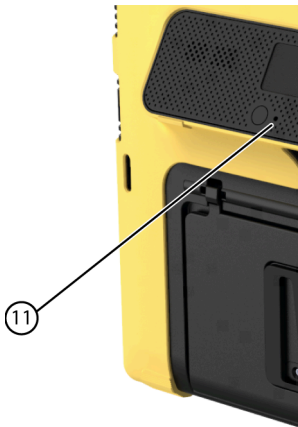


Figure 13: Reset button

Press the tip of a ball pen into the reset opening (11).

The display and loudspeakers are switched off. Restart the second display and loudspeakers and they are ready for use.

9 Completely resetting the Vibe 12

i NOTE
If only the second display and/or the loudspeakers are not responding, you can reset these separately (see [Resetting the rear second display and loudspeakers on page 16](#))

! CAUTION
Only reset the Vibe 12 when it has completely frozen.





Figure 14: On/off button

1. Press and hold the on/off button (8) until the touch screen goes completely dark, and then release the button.
2. Press the device's on/off button again for a few seconds to restart the device.

See also

- Switching on the Vibe 12 on page 10
- Shutting down the Vibe 12 on page 17

10 Shutting down the Vibe 12

Choose  >  > **Exit**.

See also

- Switching on the Vibe 12 on page 10
- Completely resetting the Vibe 12 on page 16

F Settings

1 Setting the volume

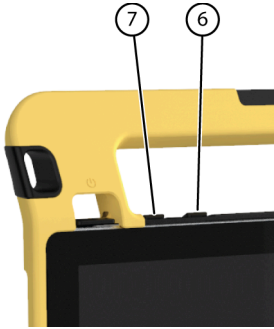



Figure 15: Volume controls

As well as using the Mind Express, you can also set the volume with the volume controls (6) (7) and via Windows 10.

i NOTE

If the volume icon is not visible in the Windows 10 task bar, choose  first to display the hidden icons.

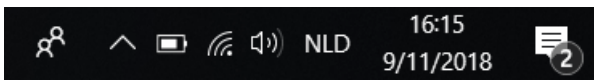





Figure 16: Task bar

Function	Action with the volume controls	Action in the Windows 10 task bar
Increase the volume	Press the volume control (6) until the required volume is reached.	Select the volume icon  in the task bar and move the slider to the right to set the required volume.
Decrease the volume	Press the volume control (7) until the required volume is reached.	Select the volume icon  in the task bar and move the slider to the left to set the required volume.
Switch off the volume	Press the volume control (6) until the volume is set to 0.	Select the volume icon  in the task bar and move the slider to the left until the volume is set to 0.

2 Windows 10-settings

Most of the Vibe 12 settings can be done using the Windows 10 standard settings.

2.1 Windows 10-settings via the task bar

You can adjust the most important settings using the task bar at the bottom right:

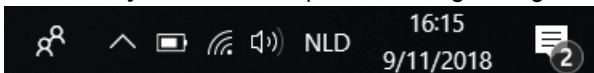






Figure 17: Task bar

If the icon is not visible in the task bar, choose  first in the task bar to display the hidden icons. For example, the **Bluetooth**-icon  is not visible on the task bar. Click on  and the hidden icons appear. You can now select the **Bluetooth** icon .

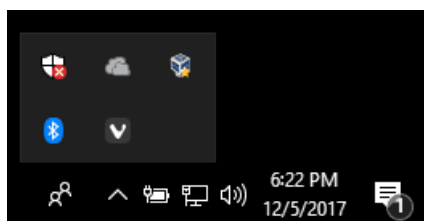




Figure 18: Hidden icons

- volume, see also [Setting the volume](#) on page 18
- network and internet settings
- airplane mode
- **Bluetooth**
- battery settings
- view battery status, see also: [Viewing the power status](#) on page 11
- on-screen keyboard, see also: [Using the on-screen keyboard](#) on page 14


2.2 Windows 10-settings via the Windows 10 icon

On the left of the task bar, via the Windows icon **Start**  > **Settings**  you will find extensive settings and you can also search for settings via the search window at the top of the settings screen.

2.3 Windows 10-settings for sleep mode

- Putting the device into sleep mode, see [Putting the Vibe 12 in sleep mode](#) on page 15.
- Waking the device from sleep mode, see [Waking the Vibe 12 from sleep mode](#) on page 15.
- Deactivating sleep mode, see [Disabling sleep mode](#) on page 19.

3 Disabling sleep mode

1. Click on **Start**  and then choose **Control Panel** > **Power Options**.
2. Choose on the left **Change when the computer sleeps**.
3. From the **Put the computer to sleep:** drop-down list, choose **Never**.

See also

[Putting the Vibe 12 in sleep mode](#) on page 15

[Waking the Vibe 12 from sleep mode](#) on page 15

G Maintenance and troubleshooting

1 Maintenance

1.1 Repairs

In the event of damage to the device, please contact the distributor of the device.

Do not attempt to carry out any repairs yourself. This could damage the device and invalidate your warranty.

1.2 Cleaning the device

Clean the device regularly so you do not give bacteria the chance to spread.

It is best to remove dust with a dry, soft cloth. For minor stains on the casing, use a damp cloth. Do not use a product containing alcohol, ammonia or abrasive agents. Make sure no moisture can enter through the openings, (such as: the microphone openings or the connectors). Any dirt near the connectors can be removed with a cotton bud.

To clean the screens, use a dry cloth; do not use kitchen paper as this may cause tiny scratches. To remove grease or stains from the screens, it is recommended that you use cleaning agents specifically designed for cleaning screens (aerosol or wipes). Do not press too hard on the screens when cleaning.

2 Troubleshooting

2.1 Finding the serial number of the Vibe 12

In your dealings with the support department, you will be asked to supply the serial number of your device.

You will find the label with the serial number of the device on the rear panel.

Example: V11 1001






Figure 19: Type plate Vibe 12

See also

Displaying license information on page 20

2.2 Displaying license information

You can display the serial number, version, device code, options...

1. Choose  **Menu** >  **Settings**.
2. Choose  **System**.
The **Settings** tab appears.
3. Choose the **License** tab.
The license information is displayed.

See also

Finding the serial number of the Vibe 12 on page 20

2.3 Troubleshooting

Problem	Solution
The touch screen is slow or is not working properly.	<ul style="list-style-type: none"> Restart the device to correct any software errors. Clean the touch screen. See Cleaning the device on page 20.
The Windows operating system does not respond.	Press and hold the on/off button until the device switches off and restart the device. See also Completely resetting the Vibe 12 on page 16.
The second screen and/or the rear loudspeakers no longer respond.	Reset the second screen and the rear loudspeakers. See Resetting the rear second display and loudspeakers on page 16.
The device is becoming hot.	During long and intensive use of the device, it can become hot. This is normal and has no effect on the life or performance of the device.
No Bluetooth devices found.	<ul style="list-style-type: none"> Make sure that Bluetooth is enabled on the device you want to connect to. Make sure your device and the other device is within the maximum range of 10 meters. If necessary, remove any objects between the device and the other device. The device may not be compatible with your device.
The device cannot be switched on.	The battery has insufficient charge for starting the device. Connect the power supply and switch the device on.
The battery does not charge properly.	If the battery can no longer be charged to 90%, please contact the support department of the distributor where you purchased the device.

H Decommissioning and disposal

1 Decommissioning

1. Shut down the Vibe 12. See [Shutting down the Vibe 12](#) on page 17.
2. Remove the Vibe 12 from the mounting (if applicable).
3. Take the Vibe 12 out of the carry case (if applicable).
4. Remove the charger.

See also

[Disposal](#) on page 22

2 Disposal

Do not dispose of the appliance with the household waste!

Use specific collection systems to reduce the ecological impact. At the end of its service life the device must be disassembled in an environmentally friendly manner and disposed of. Follow the current local legal requirements and contact the local authorities if in doubt.

If the device has been fitted with a non-replaceable rechargeable battery, then this should only be removed by a qualified professional.

If the device has been fitted with a replaceable rechargeable battery, only dispose of the empty battery at an authorized collection point.

Used batteries are considered to be chemical waste. In accordance with local legislation, it is forbidden to dispose of batteries together with other industrial or household waste.



A crossed-out trash can is shown on the device label to encourage users:

- not to discard the product as residual household waste.
- to recycle the product and its components as much as possible.
- dispose of the product at a licensed collection point.

The correct way of disposing of these products contributes to human health and the environment!

If you have any questions about disposing of the product, please contact:

- the distributor of the device
- the local authorities where you live
- the waste treatment authority

See also

[Decommissioning](#) on page 22

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