jabbla

We all have a voice

Vibe 12⁺

Content

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 device based on the Mind Express graphic communication program. The Vibe 12$^+$ runs on the Windows 11 operating system.

💡 *TIP*
If you are not familiar with Windows 11, we advise that you only perform the actions described in this user guide and in the Mind Express program user guide.

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 support function. This device is intended for general use in everyday life for people with a communication impairment (who are not able to speak or cannot speak clearly). Users must have adequate motor and cognitive abilities to use the device.

The device is designed for use indoors and outdoors.

3   Prohibited use

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

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

No modifications may be made to the device without consulting with and gaining permission from Jabbla. Making modifications to the device 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 depend on use.

5   The identification plate of the device

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

Figure 1: Position of the identification plate

Figure 2: Identification plate

6   Technical data

Specification	Explanation
Processor	Intel® Core i5
Operating system	Windows 11 Pro
Hard drive	256 GB SSD
Internal memory	8 GB
Touchscreen	• 13 inch capacitive touchscreen • Resolution: 2,880 x 1,920 • Gorilla® Glass 5
Partner display	• 3.12 inch • OLED • Resolution: 256 x 64

Specification	Explanation
USB	• 1 x USB-2.0 A (200 mA) • 1 x USB-C (USB 4/Thunderbolt 4)
Battery	Standard lithium-polymer battery 48 W
Battery capacity	1 day with normal use and standard settings Battery capacity varies considerably according to the settings, usage and other factors.
Weight	1,600 g (3.53 lbs)
Dimensions	• Height: 275 mm (10.83 inch) • Width: 310 mm (12.20 inch) • Depth: 20 - 45 mm (0.79 - 1.77 inch)
Webcam	• Front: 5 MP • Rear: 10 MP
Mounting	Mounting plate for REHADAPT mounting system or DAESSY mounting system.
Connectivity	• Wi-Fi 802.11 • Bluetooth BT 5.1
Audio	• 1 integrated microphone • 2 integrated speakers
Power supply adapter	15 Volt - 65 W

B   Description and operation
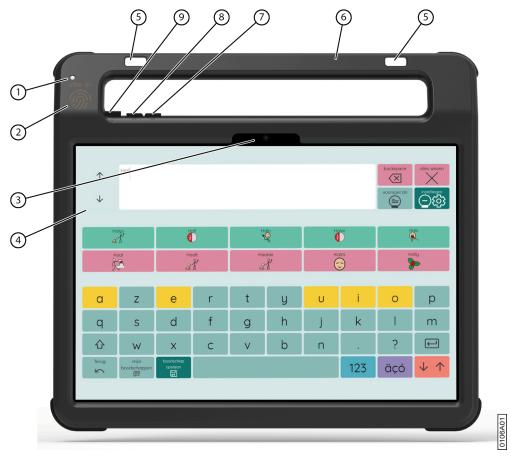
1   Introducing the Vibe 12⁺

Figure 3: Front view

No.	Identification	Explanation
1	Infrared receiver	With the infrared receiver you can teach the device infrared codes.
2	Wake-up sensor	You wake the device from sleep mode by touching where this sensor is located with your thumb or finger.
3	Front webcam	The device is fitted with a front camera to allow photos to be taken and videos to be recorded.
4	Touchscreen	The device has a 13 inch capacitive touchscreen. See Screen on page 8.
5	Fastening holes for a strap	The supplied strap can be fastened here to allow you to conveniently carry the device.
6	Handle	Sturdy handle with opening for attaching a strap.
7	Volume button -	You can decrease the volume with this volume control. See Setting the volume on page 18.
8	Volume button +	You can increase the volume with this volume control. See Setting the volume on page 18.

No.	Identification	Explanation
9	On/off button	This allows you to switch the device on and put it into sleep mode.
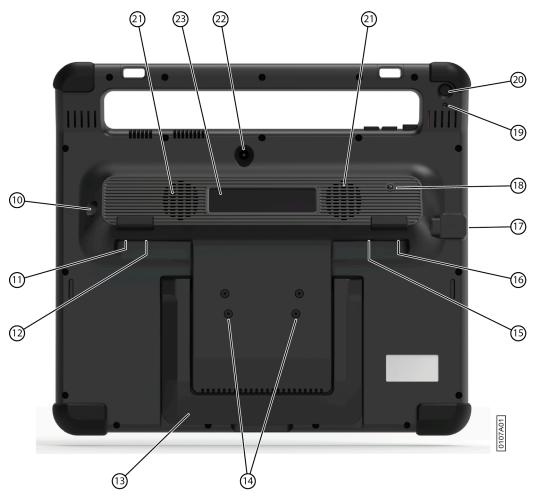
Figure 4: Rear view

No.	Identification	Explanation
10	Supply	You can charge the device using this connection.
11	Switch 1 connection	This input is for connecting switch 1. Only connect a non-powered, voltage-free switch directly to the device!
12	Switch 2 connection	This input is for connecting switch 2. Only connect a non-powered, voltage-free switch directly to the device!
13	Tray stand	The device has a fold-out stand. The stand is designed so that the device can be ergonomically supported on a tray.
14	Mounting holes for mounting plate	You can fasten a mounting plate for the REHADAPT mounting system here. You may also fasten a mounting plate for the DAESSY mounting system.
15	Headphone socket	This output is for connecting headphones to the device. The speakers are not automatically disabled when you connect the headphones. Headphones and speakers are controlled through the software.

No.	Identification	Explanation
16	USB-A port (2.0)	You can connect peripherals via the USB-A port (200 mA max).
17	USB-C port (USB 4/Thunderbolt 4)	You can connect peripherals via the USB-C port.
18	Infrared transmitter	With the infrared transmitter, you can transmit infrared signals to other devices, such as: sound systems and televisions.
19	Reset	This button is used to reset the partner display and the speakers.
20	Escape	This button is used: • To stop all speech/sound • To display the title bar and menu bar in Mind Express • To stop scanning in Mind Express • To activate a right click at the next touch of the screen.
21	Speakers	The device has two powerful speakers.
22	Rear webcam	The device is fitted with a rear camera to allow photos to be taken.
23	Partner display	The device is equipped with a partner display on which text can be displayed.

2   Options

The device can be optionally supplied with a REHADAPT mounting system or a DAESSY mounting system.

3   Operation

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

• Touchscreen
• Keyboard
• (Adapted) mouse
• Switch(es)

The Vibe 12$^+$ has a bright touchscreen with a high resolution.

The Vibe 12$^+$ runs on the Windows 11 operating system.

TIP
If you are not familiar with Windows 11, we advise that you only perform the actions described in this user guide and in the Mind Express program user guide.

4   Screen

The capacitive touchscreen can be controlled using:

• 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 device is securely fastened and additionally locked so that it cannot accidentally fall off with a shock or impact.

♻️ **ENVIRONMENT**
The device uses a lithium-polymer battery. Ensure that the device is safely disposed of. Observe the waste regulations that apply in your region.

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

⚠️ **CAUTION**
Avoid heat sources close to 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 battery life performance.

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

⚠️ **CAUTION**
Do not use the table stand as a carry handle! Using the table stand as a carry handle can cause the stand to come loose from the device, which will cause the device to fall and potentially sustain damage.

The device 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 or put into flight mode.

⚠️ **CAUTION**
Do not use the device in a hospital in the vicinity of electronic medical 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 petrol stations).

D   Getting started

1   What's in the box?

The device is supplied with the following parts:

- Power adapter with plug and cable
- Keyboard (not supplied in some countries)
- Mouse
- USB stick
- Carry case
- Strap
- Mind Express web license

2   First use

When delivered, the device will already be charged sufficiently. A charge status between 40 % and 90 % increases the service life of the battery.

Figure 5: The on/off button

Start the device. Press and hold the on/off button (9) for several seconds.
The device is ready for use when Mind Express has started up fully.

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 ℃).
4. Charge the battery every 3 months to approximately 50 %.

   If you drain the battery, the device will no longer start.

E   Control

1   Starting up the device

Figure 6: The on/off button

Press and hold the on/off button (9) for several seconds.
If the device was in sleep mode, it can be used immediately. If the device is being opened from shutdown mode, it is ready for use when Mind Express has started up fully.

2   Charging the device

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

• the audio volume
• The time set before it switches to sleep mode
• your Bluetooth and Wi-Fi usage

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

Charge the device preferably at room temperature (about 20 ℃ / 68 ℉). Temperatures lower than 5 ℃ (41 ℉) and higher than 45 ℃ (113 ℉) may adversely affect the battery.

Figure 7: Connection for charging the device

1. Check the power status. See Viewing the power status on page 12.
2. Connect the mains adapter supplied between the device (10) and the mains.

3   Viewing the power status

Checking the battery status is a standard Windows 11 procedure.

Figure 8: The Windows 11 taskbar

Select the battery icon on the ▭ right of the Windows 11 taskbar.
The device's remaining battery charge is displayed.

> **NOTE**
> *If the battery icon on the taskbar is hidden, first select the "Show hidden icons" icon ⌃ and then select the battery icon ▭.*

> **TIP**
> *You can also display and read the battery status in Mind Express. See Mind Express webhelp.*

4   Control options

4.1   Touchscreen control

The user can customize how to make a selection on the touchscreen. See Mind Express webhelp.

> **CAUTION**
> *Do not use sharp tools, to prevent damaging the touchscreen.*

> **NOTE**
> *Tap with your finger, not with your fingernail!*

> **CAUTION**
> *Make sure the touchscreen does not come into contact with water.*

Use the following techniques to operate the touchscreen:

Action	Technology
Left-hand button 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 (movable) object, touch the object and drag it to the desired location. To exit full screen view in Mind Express, drag your finger (or mouse pointer) from the top of the touchscreen down.
Right-hand button click	Lightly touch the touchscreen with your finger, hold it there for a few seconds, then remove it. Or press the **ESC** button and then press on the screen. For this, the back button must be set for this option.

> **NOTE**
> *The option to drag in communication boards, can be set in Mind Express. See Mind Express webhelp.*

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-A port (16) to which you can connect the supplied mouse with a USB-A cable. The device has one USB-C port (17) to which you can connect a mouse with USB-C cable. Or use a USB-A to USB-C adapter to connect the mouse.

i **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 9: USB-A port and USB-C port

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

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-A port (16) and one USB-C port (17) to which you can connect a joystick.
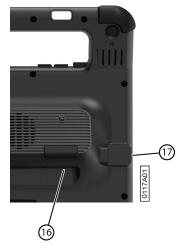
Figure 10: USB-A port and USB-C port

⚠ **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 Mind Express webhelp.

4.4   Scanning control

The device can be operated in Mind Express by scanning. In Mind Express, you can specify how you want to scan. Switches (11) (12) can be connected to the device.

Figure 11: Switches

NOTE

To exit scan mode, press and hold the ESC button (19) for 1.5 sec.

TIP

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

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-A port (16) to which you can connect the supplied keyboard with a USB-A cable. The device has one USB-C port (17) to which you can connect the supplied keyboard with a USB-C cable. Or use a USB-A to USB-C adapter to connect the keyboard.

Figure 12: USB-A port and USB-C port

NOTE

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

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 ⚲ in the taskbar and enter **On-screen keyboard** in the search box.

2. Open the **On-screen keyboard** app.

3. From the title bar, drag the on-screen keyboard to the desired position.

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

5   Environment control

Figure 13: The infrared transmitter and infrared receiver

The device is equipped with an infrared transmitter (17) and an infrared receiver (1). This enables you to control devices such as televisions, radios, DVD players using infrared codes.

The infrared codes of the devices can be taught in to the device.

During the teach-in procedure, hold the device remote control (such as the television remote control) at a distance of around 5 cm from the device's infrared receiver. Briefly press the remote control button of the function you want to program.

Consult the manual or the online help for Mind Express for how to use and configure the infrared codes.

6   Calling and sending/receiving text messages

Using the device you can make and receive calls and send and receive text messages via a smartphone using Bluetooth.

For more information, see Mind Express webhelp.

7   Putting the device into sleep mode

Sleep mode is an energy-saving mode that allows you to quickly wake up the device again. The device is put into sleep mode automatically. Sleep mode settings can be changed in the Windows 11 Power plan and sleep settings. The device can also be put into sleep mode manually.

Figure 14: The on/off button

Do one of the following:

- Choose ▦ > ⏻ > **Sleep**.
- Briefly press the on/off button (9).

The touchscreen switches off.

8 Waking the device from sleep mode

If the touchscreen of the device is switched off, the device is in sleep mode.
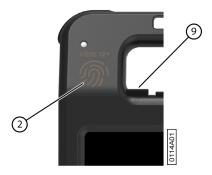

Figure 15: On/off button and wake-up sensor

Do one of the following to wake the device from sleep mode:

- Press the on/off button (9).
- Touch the wake-up sensor (2) with your thumb or finger.

> **NOTE**
> *These options are available in Windows 11 by default. Advanced Windows 11 users can change these settings via Device Manager.*

9 Resetting the rear partner display and speakers

> **NOTE**
> *It is also possible to completely reset the device.*

> **CAUTION**
> *A reset is only permitted if the partner display and/or the speakers are completely unresponsive.*

Figure 16: The reset button

1. Press the tip of a ballpoint pen into the reset opening (18).
2. Restart Mind Express.

10   Resetting the device completely

i **NOTE**
If only the partner display and/or the speakers are not responding, you can reset these separately (see Resetting the rear partner display and speakers *on page 16)*

⚠️ **CAUTION**
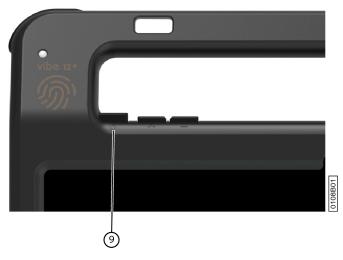*Only completely reset the device if the device has completely frozen.*

Figure 17: The on/off button

1. Press and hold the on/off button (9) until the touchscreen goes completely dark and then release the on/off button.
2. Press the device's on/off button again for a few seconds to restart the device.

11   Shutting down the device

Choose 🪟 > ⏻ > **Exit**.

F   Settings

1   Setting the volume
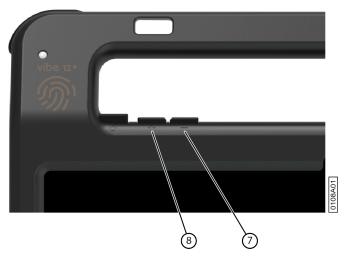
Figure 18: Volume buttons

As well as the controls in Mind Express and Windows 11, you can also set the volume using the volume controls (6) (7).

> **NOTE**
> *If the volume symbol in the taskbar of Windows 11 is not visible, select ⌃ first to display the hidden symbols.*

Figure 19: Taskbar

Function	Action with the volume controls	Action in the Windows 11 taskbar
Increase the volume	Press the volume control (8) until the required volume is reached.	Select the volume symbol 🔊 in the taskbar and drag the slider to the right until you reach the desired volume.
Decrease the volume	Press the volume control (7) until the required volume is reached.	Select the volume symbol 🔊 in the taskbar and drag the slider to the left until you reach the desired volume.
Muting the volume	Press the volume control (7) until the volume is set to 0.	Select the volume icon 🔊 in the taskbar and move the slider to the left until the volume is set to 0.

2   Windows 11 settings

Most device settings can be implemented via the default settings for Windows 11.

2.1   Windows 11 settings via the taskbar

You can set the most important parameters using the taskbar at the bottom right:

Figure 20: Taskbar

If the symbol in the taskbar is not visible, select ⌃ on the taskbar first to display the hidden symbols. For example, the **Bluetooth** symbol 🅱 is not visible on the taskbar. Click on ⌃ and the hidden symbols appear. You can now select the **Bluetooth** icon 🅱.
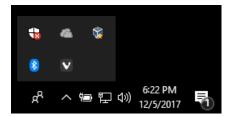

Figure 21: Hidden symbols

- Volume, see also Setting the volume on page 18
- Network and internet settings
- Flight mode
- **Bluetooth**
- Battery settings
- View battery status, see also: Viewing the power status on page 12
- On-screen keyboard, see also: Using the on-screen keyboard on page 14

2.2 Windows 11 settings via the Windows 11 Start button

To the left of the taskbar, via the Windows icon **Start** ⊞ > **Settings** ⚙ you will find extensive settings and you can also search for settings using the search window at the top of the Settings screen.

2.3 Windows 11 settings for sleep mode

- Putting the device into sleep mode, see Putting the device into sleep mode on page 15.
- Waking the device from sleep mode, see Waking the device from sleep mode on page 16.
- Disabling sleep mode, see Disabling sleep mode on page 19.

3 Disabling sleep mode

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

4 Setting the button on the back of the device

The **ESC** button can be used for generating a right mouse click and an Escape. The **ESC** button can also be disabled.

1. Double-click 🔵 in the system tray in the Windows taskbar.
2. In the **Preferences** options group, select one of the following options in the **Back button:** dropdown list:

Option	Explanation
<Disabled>	This button has been disabled, so will not respond.
Long press=Escape	• Press and hold (approximately 1.5 seconds) this button to simulate **ESC**. This will allow you to stop a scanning algorithm in Mind Express, for example, or to display the menu bar again.

3. Click **OK**.

5 Setting the language of the tool

1. Do one of the following:
   - Right-click ⓐ in the system tray in the Windows taskbar.
   - Tap on ⓐ in the system tray in the Windows taskbar and continue to press until the shortcut menu appears.
2. Select **Choose language** in the quick menu.
3. Select the desired language.

6 Setting the switches

You can link an action to the switches. The action is then performed by pressing the switch. Example: left-hand button click, right-hand button click, send letter or number, etc.

1. Double-click ⓐ in the system tray in the Windows taskbar.
2. In the **Preferences** options group, select one of the following options in the **Switch 1:** dropdown list:
   - **<Normal>**, the switch assumes the function as set in Mind Express.
   - **Leftclick**, the switch performs the action of the left-hand button.
   - **Rightclick**, the switch performs the action of the right-hand button.
   - a key on the keyboard (alphanumeric keys, navigation keys, numerical keys, and function keys), the switch performs the action of a key press.
3. Repeat step 2 to set up **Switch 2:**.
4. Click **OK**.

7 Wake from sleep mode via touch settings

You can set whether or not the device can be woken from sleep via touch. You do so by activating or deactivating the wake-up sensor.

1. Double-click ⓐ in the system tray in the Windows taskbar.
2. Do one of the following:
   - Select the **Wakeup when pressing wakeup sensor** option to activate the wake-up sensor. You can wake the device from sleep mode by touching where the wake-up sensor is located.
   - Deselect the **Wakeup when pressing wakeup sensor** option to deactivate the wake-up sensor. You CANNOT wake the device from sleep mode by touching where the wake-up sensor is located.

8 Switching the loudspeakers on or off

When the device is switched on, by default the speakers are on.

1. Double-click ⓐ in the system tray in the Windows taskbar.
2. Select the **Speakers** option to switch the speakers on and deselect the option to switch the speakers off.

9 Switching the headphones on or off

1. Double-click ⓐ in the system tray in the Windows taskbar.
2. Select the **Headphones** option to switch the headphones on and deselect the option to switch the headphones off.

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, also 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.

If the device has a keyboard or if a keyboard is supplied with the device, clean the keyboard with cleaning agents specifically intended for this purpose. Always use a damp cloth for this.

If the device has a carry case, clean the carry case with a dry or slightly damp cloth, or a soft hand brush.

2   Troubleshooting

2.1   Finding the device serial number

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 of the device.

Figure 22: Serial number

2.2   Querying version information

1. Double-click 🅰 in the system tray in the Windows taskbar.
2. Read off all version numbers below that a support employee may need.

2.3   Displaying license information for Mind Express

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.

2.4   Troubleshooting

Problem	Solution
The touchscreen is slow or is not working properly.	• Restart the device to correct any software errors. • Clean the touchscreen. See Cleaning the device on page 21.
The Windows control system does not respond.	Press and hold the on/off button until the device switches off and restart the device. See also Resetting the device completely on page 17.
The partner display and/or the rear speakers are no longer responding.	Reset the rear partner display and speakers. See Resetting the rear partner display and speakers on page 16.
The device is getting hot.	The device may become hot with long and intensive use. This is normal and has no effect on the life or performance of the device.
No Bluetooth devices found.	• Make sure that Bluetooth is enabled on the device you want to connect to. • Make sure your device and the other appliance are within the maximum range of 10 meters. • If necessary, remove any objects between the device and the other appliance. • The other appliance 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 is not charging properly.	If the battery can no longer be charged to 90%, please contact the support department of the distributor where you purchased the device.
There is no sound from the speakers.	Check that the speakers are on. See Switching the loudspeakers on or off on page 20.
There is no sound from the headphones.	Check that the headphones are on. See Switching the headphones on or off on page 20.

2.5   Testing the switches

You can carry out a test to check whether the switches have been connected correctly and are working properly.

1. Double-click ⦿ in the system tray in the Windows taskbar.

2. Press switch 1.
   If operating correctly, the light in the left circle will be green.

3. Press switch 2.
   If operating correctly, the light in the right circle will be green.

4. Click **OK**.

2.6 Testing the wake-up sensor

To check whether the wake-up sensor is working properly, you can test it.

1. Double-click ⬤ in the system tray in the Windows taskbar.

2. Touch where the wake-up sensor is located.
   If operating correctly, the light in the circle will be green.

3. Click **OK**.

H   Decommissioning and disposal

1   Decommissioning

1. Shut down the device.
2. Remove the device from the mounting (if applicable).
3. Take the device out of the carry case (if applicable).
4. Remove the charger.

2   Disposal

Do not dispose of the device 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 and disposed of in an environmentally friendly manner. 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 wherever possible.
- to dispose of the product at a licensed collection point.

Correct disposal of these products contributes to human health and the environment!

If you have any questions about how to dispose of the product, please contact:

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

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jabbla

We all have a voice