

# Tobii Dynavox EM-12

## User's Manual



## User's manual Tobii Dynavox EM-12

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# Table of Contents

1	Introduction.....	4
1.1	Explanation of Admonitions.....	4
1.2	Symbols and Markings.....	4
1.3	Intended Use.....	6
1.3.1	Portable Use.....	6
1.3.2	Mounted Use.....	6
1.4	Package Contents.....	6
1.4.1	Tobii Dynavox EM-12.....	7
2	Safety.....	8
3	Overview of the Tobii Dynavox EM-12.....	9
3.1	Key Features.....	9
3.2	Product Layout.....	9
3.2.1	Ports, Sensors and Device Buttons.....	10
3.3	Preinstalled Software.....	11
4	Batteries in the Tobii Dynavox EM-12.....	12
4.1	Batteries.....	12
4.2	Charging the Tablet.....	12
5	Using the Tobii Dynavox EM-12.....	13
5.1	Starting the Device.....	13
5.1.1	First Start Up.....	13
5.1.2	Password Information.....	13
5.1.3	The Discover Tobii Dynavox app.....	13
5.2	Shutting Down the Tobii Dynavox EM-12.....	14
5.3	Power Saving.....	14
5.3.1	Turn Off/On the Screen.....	14
5.4	Using the Cameras.....	14
5.5	Adjusting the Volume.....	14
5.6	Adjusting the Sound.....	14
5.7	Tobii Dynavox Windows Settings Utility.....	14
5.8	Reset the Tobii Dynavox EM-12.....	15
6	Product Care.....	18
6.1	Transporting the Tobii Dynavox EM-12 Device.....	18
6.2	Cleaning of the Tobii Dynavox EM-12 Device.....	18
6.3	Disposing of the Tobii Dynavox EM-12 Device.....	18
Appendix A	Support, Warranty, Training Resources.....	19
A1	Customer Support.....	19
A2	Warranty.....	19
A3	Training Resources.....	19
Appendix B	Compliance Information.....	20
Appendix C	Technical Specifications.....	21
C1	Tobii Dynavox EM-12 Device.....	21
C2	Battery.....	21
C3	Power Adapter.....	22
Appendix D	Approved Accessories.....	23

# 1 Introduction

Thank you for purchasing a Tobii Dynavox EM-12 device from Tobii Dynavox!

To ensure the optimal performance of this product, please take the time to read this manual carefully.

The Tobii Dynavox EM-12 is a Tobii Dynavox Speech Generating Tablet intended for use as an augmentative communication aid, for computer access, and as an environmental control unit for those with speech, language, physical, and cognitive disabilities.

## 1.1 Explanation of Admonitions

In this manual we use four (4) levels of admonitions as follows:



Is used for notifying the user of something important or of something that needs special attention.



Is used to inform of something that could cause harm to, or malfunction of, the equipment.



Is used to inform of something in which there is a conceivable risk of harm to the user if the Warning is ignored.



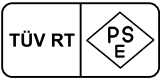










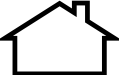




Is used to inform of something that can cause damage to hearing.

## 1.2 Symbols and Markings

This section provides information about the symbols that are used on the Tobii Dynavox EM-12, its accessories, or packaging.

Symbol or Markings	Description
	Compliance with the WEEE directive. Dispose of waste in accordance with your country's requirements.
	CE is the abbreviation of the European Communities and this mark tells customs officials in the European Union that the product complies with one or more of the EC Directives
	This mark is a certification mark employed on electronic products manufactured or sold in the United States which certifies that the electromagnetic interference from the device is under limits approved by the Federal Communications Commission.
	Conforms to relevant Australian EMC requirements
	Safety Class II equipment (reinforced insulation).
	The Technical Conformity Mark is a proof that the radio equipment conforms to the technical regulations specified in the Radio Law in Japan.
	Conforms to relevant Japanese EMC requirements.

Symbol or Markings	Description
	Type L and Type R Listing Marks for Canada and the United States
	The Mark indicates compliance with mandatory standards for safety and/or emc for electrical and electronic products under the scope of the Commodity Inspection Act enacted by the Bureau of Standards, Metrology and Inspection in Taiwan (BSMI).
	The Mark applies to all Specified Electrical Appliances and Materials (Category A, 115 items) in the Electrical Appliance and Material Safety Law (DENAN) in Japan
	The Mark indicates compliance of electronic appliances such as IT and Audio/Video Equipment with NOM (Normas Oficiales Mexicanas) standards for safety in Mexico.
	Compliance mark for Ukraine
	Approval for Singapore
	Approval for India
	Approval for Korea
	Approval for Argentina
	China Compulsory Certification safety mark.
	California Energy Commission (CEC) compliant.
	Approved by Taiwan Communications Communications Commission (The National Communications Commission)
	Regulatory mark which represent compliant Russia, Kazakhstan, Belarus regulatory requirement.
	For indoor use only.

Symbol or Markings	Description
	Certified to European Safety standards including the Danish National Differences.
	Mark indicating a power supply meets the level V requirements at both 115 V/60 Hz and 230 V/50 Hz, if designed to operate at multiple input voltages. Products with a nameplate marked for only one voltage and frequency should also use this mark assuming the product meets the performance requirements; in other words, manufacturers do not have to indicate the voltage with the mark.

## 1.3 Intended Use

The Tobii Dynavox EM-12 is a Windows tablet utilizing the Microsoft's Surface Pro, combined with a unique Tobii Dynavox software deployment. This deployment includes, Tobii Dynavox Compass, Tobii Dynavox Communicator 5 and Tobii Dynavox Snap™ + Core First® communication software for people who have challenges in their ability to speak due to injury, disability or illness. With the Tobii Dynavox EM-12, the device user has the freedom and flexibility to use the communication features and functions or built-in pre-programmed page sets that best suit his or her communication needs based on cognitive or physical ability, age or language skill level. The device is provided in a protective case for additional durability and is offered in a dedicated or open configuration based on user requirements. The dedicated configuration will restrict users from access to features that are not seen as communication functionality, including IR access.

While the EM-12 can be used by ambulatory individuals as a lightweight, portable speech device, its most common use will be in combination with the Tobii Dynavox EyeMobile Plus. The EyeMobile Plus accessory is available separately and provides the user with an integrated mobile solution to access the EM-12 using eye tracking technology. With a built-in Eye tracker, IR, switch ports, microphone array and high quality speakers, the EyeMobile Plus allows the EM-12 user with physical limitations to access the communication software through gaze or switch access methods. To read more about the EyeMobile Plus, please see the product manual.

Communication device users should always have a back-up communication method such as a low-tech letter or picture board in the event that the device hardware or software fails to operate or function as intended.

Intended use is primarily indoors.



**Contraindication:** The Tobii Dynavox EM-12 device does not sustain or support life and should not be used as an emergency or medical alert system.

In case of failure of the Tobii Dynavox EM-12 device, the user cannot communicate using it.

### 1.3.1 Portable Use

The Tobii Dynavox EM-12 is portable and may be used as a hand-held device.

### 1.3.2 Mounted Use

Used in conjunction with the Tobii Dynavox EyeMobile Plus, the EM-12 can be mounted to a wheelchair using proper mounting hardware. Contact your Tobii Dynavox representative or reseller for more information.

## 1.4 Package Contents



It is recommended to keep the original packaging materials for the Tobii Dynavox EM-12.

If device needs to be returned to Tobii Dynavox for Warranty related issues or repair, it is beneficial that the original packaging or equal equivalent is used for shipping. Most shipping carriers require at least 2 inches of packing material around the device.

**Note:** Due to Joint Commission regulations, any shipping materials including boxes sent to Tobii Dynavox must be discarded.

### 1.4.1 Tobii Dynavox EM-12

The items below are included with your Tobii Dynavox EM-12 package:

- 1 Tobii Dynavox EM-12 Device
- 1 Power Supply for the EM-12 device
- 1 Durable Case for Surface Pro
- 1 Windows 10 Pro license (license sticker on device)
- The following Tobii Dynavox Communication software are pre-installed:
  - Tobii Dynavox Compass
  - Tobii Dynavox Communicator 5
  - Tobii Dynavox Snap™ + Core First®
- 1 Tobii Dynavox EM-12 User's Manual (on the device as a PDF document)
- 1 Tobii Dynavox EM-12 Quick Start Manual (printed)
- 1 Microsoft Surface Pro Cleaning & Usage Instructions (printed)
- 1 Microsoft Surface Pro Quick Guide (printed)
- 1 Warranty Document (printed)
- 1 Configuration sheet with QR code (printed)
- 1 Tobii Dynavox Device Getting Started Guide (printed)

## 2 Safety

For safety instruction, see the printed Microsoft document provided in the box with the Surface Pro hardware. The information can also be found at: <https://support.microsoft.com/en-us/help/4023454/surface-safety-and-regulatory-information>.

Nevertheless, in order to ensure safe operation of the Tobii Dynavox EM-12 device, there are a few additional safety warnings to bear in mind:



Read this guide for important safety and health information and the terms of the Limited Warranty that apply to the Tobii Dynavox EM-12 device that you have purchased. Keep all printed guides for future reference. Failure to follow instructions and properly set up, use, and care for this product can increase the risk of serious injury or death, or damage to the device or devices.



### **No modification of this equipment is allowed**



The Tobii Dynavox EM-12 is not intended to be used to control other third party mechanical products or other machinery.



Use only the power supply unit, plug adapters, and AC power cord that came with your device or that you received from an authorized Microsoft retailer.



The Tobii Dynavox EM-12 is not to be used as a life supporting Device, and it shall not be relied on in case of loss of function due to power loss or other causes.



The Tobii Dynavox EM-12 device shall only be used with Tobii Dynavox EM-12 specific Accessories that have a mounting instruction included with the accessory.



Surface is designed to work between 32°F and 95°F (or 0°C to 35°C). Lithium-ion batteries are sensitive to high temperatures, so keep your EM-12 out of the sun and don't leave it in a hot car.



Special regulations apply to shipping devices containing Li-ion batteries. If dropped, crushed, or short-circuited, these batteries can release dangerous amounts of heat and may ignite, and are dangerous in fires.

Please reference IATA regulations when shipping lithium metal or lithium ion batteries or cells: <http://www.iata.org/whatwedo/cargo/dgr/Pages/lithium-batteries.aspx>



Do not rely on the Tobii Dynavox EM-12 device for emergency calls or banking transactions. We recommend having multiple ways to communicate in emergency situations. Banking transactions should only be carried out with a system recommended by, and approved according to the standards of your bank.



Windows 10 comes with Windows Defender included, providing protection from viruses, malware, and other potential threats. Regardless of whether you use Windows Defender or a third party anti-virus software, we recommend that you always keep your antivirus software up-to-date.



Software other than that which is pre-installed on the Tobii Dynavox EM-12 is installed at the user's own risk. External software could cause the Tobii Dynavox EM-12 to malfunction and might not be covered by the warranty.



# 3 Overview of the Tobii Dynavox EM-12

## 3.1 Key Features

The Tobii Dynavox EM-12 has several built-in features.

- 2 × Cameras
- 2 × Internal microphone
- 1 × Full-size USB 3.0
- 1 × DC Power Connector
- 2 × Internal speaker
- 1 × Bluetooth®
- 1 × WLAN (Wireless Local Area Network)
- 1 × Durable Case for Surface Pro

## 3.2 Product Layout

The Tobii Dynavox EM-12 device has an 12.3" color 10 point multi-touch PixelSense™ display with a 2736 × 1824 pixel resolution.



### 3.2.1 Ports, Sensors and Device Buttons

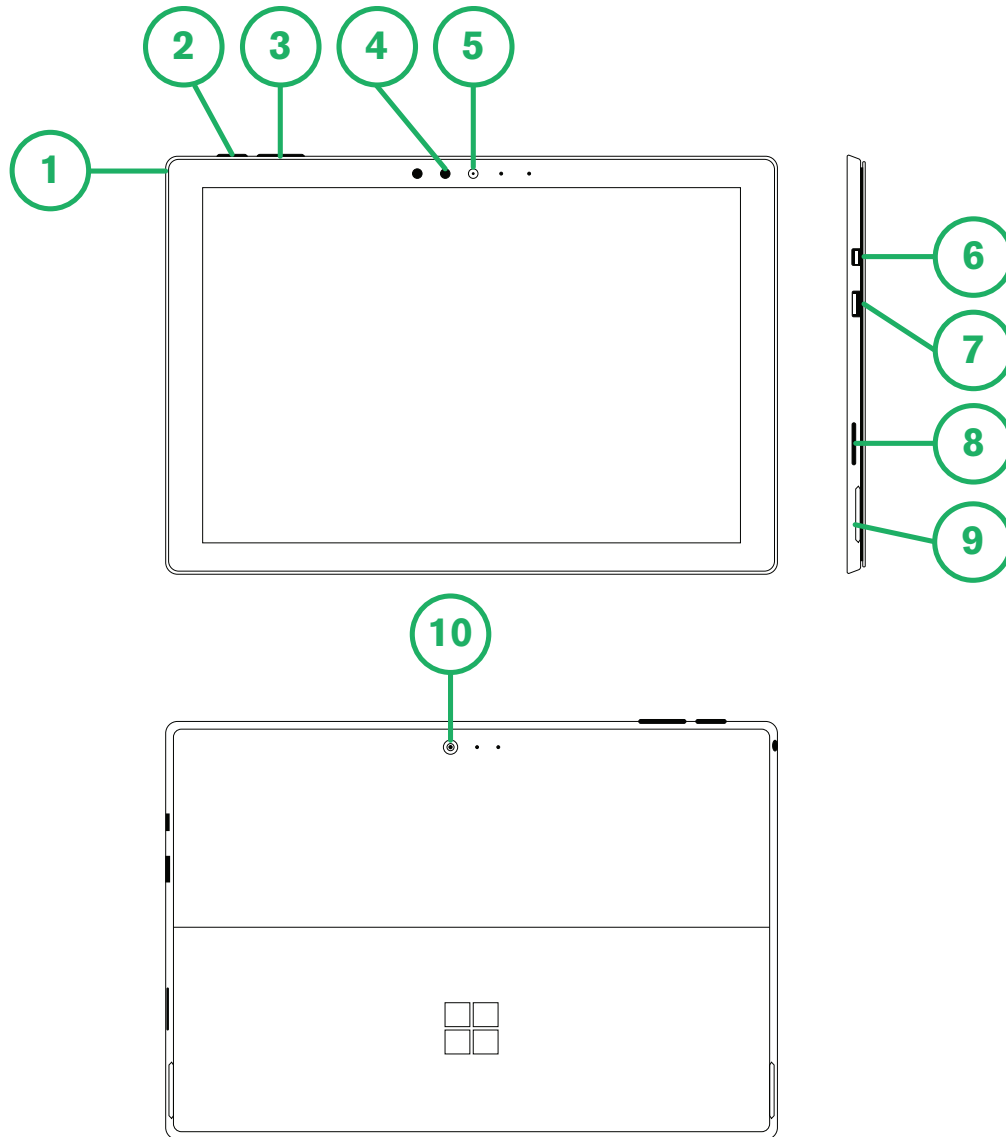


Figure 3.1 Tobii Dynavox EM-12 Tablet

Position	Description	Position	Description
1	Headset jack	6	Mini DisplayPort
2	Power Button	7	USB3.0
3	Volume Buttons	8	Surface Connect
4	Windows Hello with face sign-in	9	microSD™ card reader
5	Front-facing camera	10	Rear-facing camera



Never force a connector into a port. If the connector and port do not join with reasonable ease, they probably do not match. Make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port.

Be extra careful with the USB connectors.

### 3.3 Preinstalled Software

The Tobii Dynavox EM-12 device is delivered with all pre-ordered and required software installed and ready to use. Should a re-installation become necessary at any stage, perform a factory reset using Windows 10 built in factory restore options. For more information, see *5.8 Reset the Tobii Dynavox EM-12, page 15*.

# 4 Batteries in the Tobii Dynavox EM-12

## 4.1 Batteries

The Tobii Dynavox EM-12 device has one built-in battery and a battery indicator. The battery indicator will send out a warning of Low battery when the battery drops below 10% of its capacity. If the Tobii Dynavox EM-12 device is not powered up by the power supply for charging, the Tobii Dynavox EM-12 device will shut down automatically. For more information, see *Appendix C Technical Specifications, page 21*.

## 4.2 Charging the Tablet

1. Connect the Power cable to the Surface Connect (Position 8 in *Figure 3.1 Tobii Dynavox EM-12 Tablet, page 10*) on the device.
2. Connect the Power adapter to an electrical outlet and charge the tablet until the battery is fully charged.



While the EM-12 is charging, a small light appears on the connector to show that the EM-12 is getting power, and the battery status icon will show an electrical plug.

For device temperatures, see *2 Safety, page 8*.



Use only the power supply unit, plug adapters, and AC power cord that came with your device or that you received from an authorized Microsoft retailer.

# 5 Using the Tobii Dynavox EM-12

No skill other than reading is necessary for setting up the Tobii Dynavox EM-12 device. Follow this User's Manual and the Quick Start Manual.

## 5.1 Starting the Device

Press the power button on the top of the device. (Position 2 in *Figure 3.1 Tobii Dynavox EM-12 Tablet, page 10*) to start the Tobii Dynavox EM-12.

### 5.1.1 First Start Up

When you start your Tobii Dynavox EM-12 for the first time, you are required to go through a couple steps to set your EM-12 up with the correct software and language installation. The whole process usually takes between 10-15 minutes.

Immediately after booting up the EM-12, you will be taken through the Windows Out-of-box experience (OOBE). It will require you to acknowledge both Microsoft and Tobii Dynavox End User License Agreement. This is also where you set up language and time-zone preferences. You will also be able to connect to a WIFI-network. Simply follow the instructions on screen to progress to the next step.



Internet-connectivity is not a requirement.

Once completing the above steps, a Tobii Dynavox setup guide will launch. The setup guide will ask you for a QR-code that defines what Tobii Dynavox software is to be installed. The QR-code is supplied on paper with your device, and the setup guide will let you use the built-in rear camera to scan it. Alternatively, you can also manually enter the license code, found on the same paper as the QR-code. Once the QR-code/license number is successfully read, the system will spend approximately 5-10 minutes configuring your Tobii Dynavox Communication software. In the meantime, you will be asked to acknowledge safety information and manage device settings. Once your software is configured and ready to go, you will be automatically notified.

### 5.1.2 Password Information

The Tobii Dynavox EM-12 device is configured to start up without a password. Though unusual, there are situations in which the password window could pop up; for example, when creating a new user in the operating system, when returning from the operating system's sleep mode or when downloading software updates from the internet.



If you decide to use a password for your user account on your Tobii Dynavox EM-12 device, be sure to write it down in a safe place for later use. Without the operating system's access password, Tobii Dynavox Support may be unable to assist you until you have recovered it through Microsoft.

The password is case sensitive.

Should the password window pop up, requiring a password, you need to know the password or where to find it. In order to type in the password use the Windows On-Screen Keyboard or an external USB keyboard (not included).

### 5.1.3 The Discover Tobii Dynavox app

Every Tobii Dynavox EM-12 comes with the Discover Tobii Dynavox app pre-installed. Discover Tobii Dynavox is a resource for users and caregivers providing useful information and tips about your device and installed software, such as implementation guides, support information and instructional videos. The Discover Tobii Dynavox app is continuously maintained with up to date information and links.



The Discover Tobii Dynavox will open some content in a new web browser window.

## 5.2 Shutting Down the Tobii Dynavox EM-12

The device should be shut down using the following:

- Use the start menu in Windows (recommended when possible).

Should you be unable to shut the device down using the above, you can hold the power button on the top side of the device down for more than ten (10) seconds. The device will consequently shut down immediately, without waiting for open applications to close.



This is not considered a "clean" Windows shut down and is thus not recommended unless completely necessary because it can harm your device.

## 5.3 Power Saving

The Power saving settings in the Tobii Dynavox EM-12 device are preset to optimize the battery run-time. If needed, the time setting for sleep mode can be adjusted in Windows Power Options.

### 5.3.1 Turn Off/On the Screen

#### Turn Off Screen

- A single press of the power button will turn off the screen and the device will be idle.

#### Turn On Screen

- A single press of the power button and you should be back where you left off.

## 5.4 Using the Cameras

The two built-in cameras allow you to take snapshots of items facing the backside of the Tobii Dynavox EM-12 device and also from the display side.

Use **Tobii Dynavox Communication Software** or other relevant software to operate the cameras.

## 5.5 Adjusting the Volume

To adjust the volume use the Volume Up and Down buttons (Position 3 in *Figure 3.1 Tobii Dynavox EM-12 Tablet, page 10*) on top side of the Tobii Dynavox EM-12 device.



Volume adjustments can also be done in the **Tobii Dynavox Communication Software** and in Windows.

## 5.6 Adjusting the Sound

You can configure the speakers using the **Windows 10 Control Panel > Sound**.



We refer to Microsoft's information on how to configure the sound in the Windows 10 Control Panel.



Sound adjustments can also be done in **Tobii Dynavox Communication Software**.

## 5.7 Tobii Dynavox Windows Settings Utility

With the Tobii Dynavox Windows Settings Utility it is possible to customize some behavior of the Tobii Dynavox EM-12. To access the Tobii Dynavox Windows Settings Utility follow this procedure:

1. Select the Tobii Dynavox Windows Settings Utility app, , from the Start screen.
2. The Tobii Dynavox Windows Settings Utility opens.

### Tobii Dynavox Windows Settings Utility

#### Tobii Dynavox Windows Settings Utility

☒ Enable Edge Swipe ☐ Enable Lock Screen

☐ Enable Run Snap at Startup

☐ Enable Home Button

Close

- **Enable Edge Swipe** — make sure the check box is checked to enable the Windows 10 Edge Swipe function. Edge Swipe is “enabled” by default. Edge Swiping will bring up the quick “Action Center” menu from the right side of the screen.
- **Enable Lock Screen** — make sure the check box is checked to enable the Lock Screen. The Lock Screen is “disabled” by default. This option is important if a user would like to use “Kiosk Mode” on the device. The Lock Screen must be enabled to use Kiosk Mode. Kiosk Mode is a great way to really lock the device down to the use of one app, such as Snap, and will not allow the user to access other programs on the device. For more information on Kiosk Mode, see <https://docs.microsoft.com/en-us/windows/configuration/set-up-a-kiosk-for-windows-10-for-desktop-editions#set-up-assigned-access-in-pc-settings>
- **Enable Run Snap at Startup** — make sure the check box is checked to automatically Run the Snap software when the Tobii Dynavox EM-12 is starting up. Run Snap at Startup is “disabled” by default.
- **Enable Home Button** — Not valid for the Tobii Dynavox EM-12

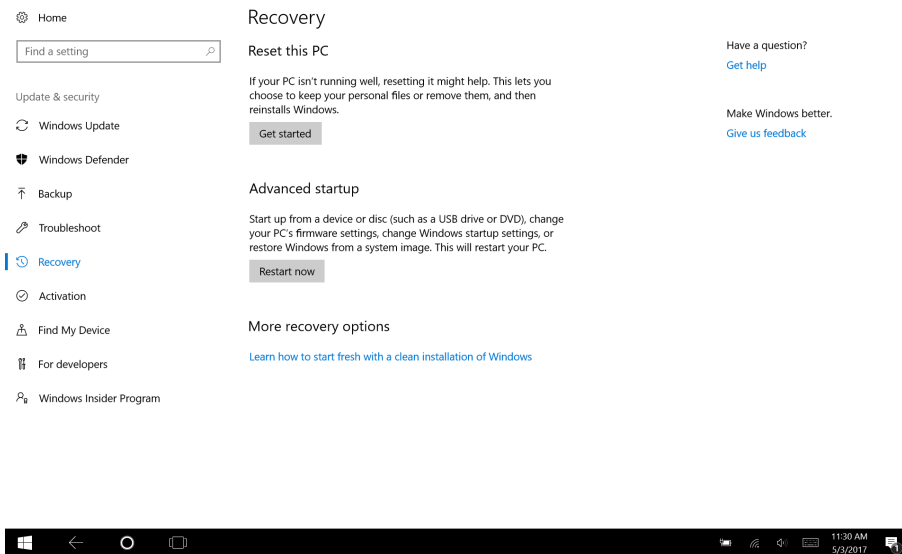
## 5.8 Reset the Tobii Dynavox EM-12

If you have made a lot of different changes to the Tobii Dynavox EM-12 and would like to start over, perform a Recovery from within Windows.

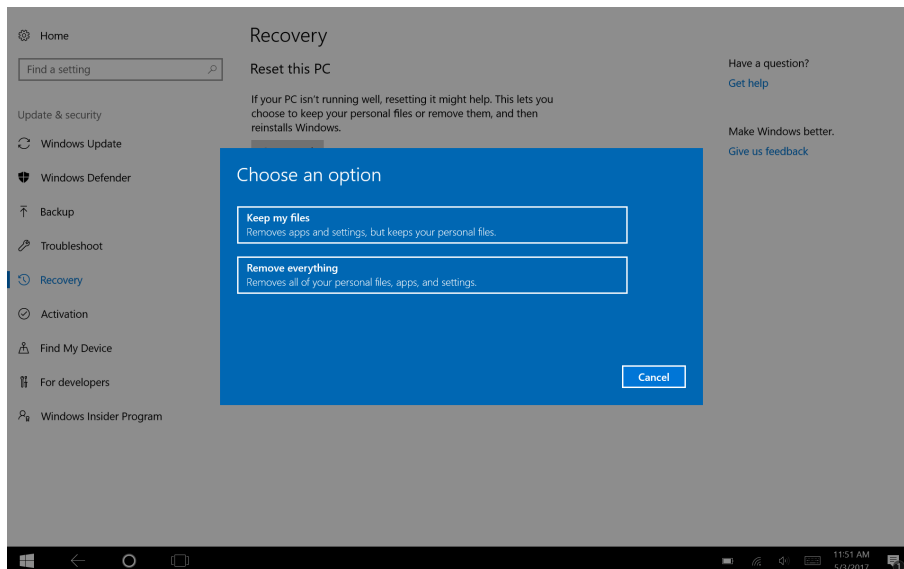
The Tobii Dynavox EM-12 uses 100% native Windows 10 recovery/reset functionality.

1. Access the **Windows Settings** icon from the Windows desktop.
2. Select the **Updates and Security** option in Windows Settings.
3. Select the **Recovery** option in the left column.

4. Select the **Get Started** under the heading of **Reset this PC**.



5. Select one of these options:



- **Keep my files**
  - Reinstalls Windows 10 and keeps your personal files.
  - Removes apps and drivers you installed.
  - Removes changes you made to settings.
  - Removes any apps your PC manufacturer installed. (If your PC came with Windows 10, apps from your PC manufacturer will be reinstalled.)



The Configuration Manager app that runs at first login (prompting for the QR code) will restore any licensed Tobii Dynavox applications which are removed.

- **Remove everything**
  - Reinstalls Windows 10 and removes all your personal files.
  - Removes apps and drivers you installed.
  - Removes changes you made to settings.



- Removes any apps your PC manufacturer installed. (If your PC came with Windows 10, apps from your PC manufacturer will be reinstalled.)



The Configuration Manager will be re-run at startup and reinstall removed (Communicator) applications.

Remove everything has two options:

- Without **Clean the drive** — This option will take about one hour to perform.
- With **Clean the drive** — This option will take many hours to perform.  
This option will also present the user with a BIOS message about resetting BitLocker encryption. The actual message occurs at reboot and looks like this:  
A configuration change was requested to Clear this computer's TPM (Trusted Platform Module) WARNING: Clearing erases information stored on the TPM: You will lose all created keys and access to data encrypted by these Keys.  
Press F12 to Clear the TPM.  
Press ESC to reject this change request and continue  
Select **F12** to proceed with cleaning the drive or **ESC** to reject this change request and continue.



To completely remove all personal data choose to *fully clean* the driver.

6. Select **Next** to continue or **Cancel** to abort.
7. Select **Reset** to continue or **Cancel** to abort.

This will take several minutes. When finished, the Tobii Dynavox EM-12 will reboot and you will be presented with the Manual key entry menu.

Your Serial number and Product key will be auto filled with your information. You can also use the QR Code received with the original purchase.

Select the **Start** option.

## 6 Product Care

For product care instruction, see the printed Microsoft document provided in the box with the Surface Pro hardware. The information can also be found at: <https://support.microsoft.com/en-us/help/4023454/surface-safety-and-regulatory-information>  
more information can also be found at: <https://support.microsoft.com/en-us/products/surface-devices/surface-pro>.

### 6.1 Transporting the Tobii Dynavox EM-12 Device

Disconnect all the cables from the Tobii Dynavox EM-12 while carrying the device.

When you transport the device for repair, shipment, or traveling, use the original casing and packaging materials.



It is recommended to keep the original packaging materials for the Tobii Dynavox EM-12.

If device needs to be returned to Tobii Dynavox for Warranty related issues or repair, it is beneficial that the original packaging or equal equivalent is used for shipping. Most shipping carriers require at least 2 inches of packing material around the device.

**Note:** Due to Joint Commission regulations, any shipping materials including boxes sent to Tobii Dynavox must be discarded.

### 6.2 Cleaning of the Tobii Dynavox EM-12 Device

Before cleaning the Tobii Dynavox EM-12 device, shut it down and unplug all cables. The Tobii Dynavox EM-12 may be cleaned using a hospital grade cleaning product for infection control. The cleaning should be done using a wipe style product only. Wipe only outer surfaces of the Tobii Dynavox EM-12 device and allow the product to dry naturally or follow the wipe instructions. Do **not** use spray product which may saturate the Tobii Dynavox EM-12 device or allow moisture into the unit.

### 6.3 Disposing of the Tobii Dynavox EM-12 Device

Do not dispose of the Tobii Dynavox EM-12 Device in general household or office waste. Follow your local regulations for the disposal of electrical and electronic equipment.

# Appendix A Support, Warranty, Training Resources

## A1 Customer Support

For support, please contact your local representative or Support at Tobii Dynavox. In order to receive assistance as quickly as possible, make sure you have access to your Tobii Dynavox EM-12 device and, if possible, an Internet connection. You should also be able to supply the serial number of the device, which you will find on the Service tag label.

For further product information, and other support resources, please visit [www.TobiiDynavox.com/support-training](http://www.TobiiDynavox.com/support-training).

Para la versión en español del manual de usuario, visita [www.TobiiDynavox.com/support-training](http://www.TobiiDynavox.com/support-training) o llama a Tobii Dynavox al +1 800-344-1778.

## A2 Warranty

Please read the Manufacturer's Warranty paper included in the package.

Please read this User's Manual carefully before using the device. The warranty is only valid if the device is used according to the User's Manual. Disassembling the Tobii Dynavox EM-12 device will void the warranty.



It is recommended to keep the original packaging materials for the Tobii Dynavox EM-12.

If device needs to be returned to Tobii Dynavox for Warranty related issues or repair, it is beneficial that the original packaging or equal equivalent is used for shipping. Most shipping carriers require at least 2 inches of packing material around the device.

**Note:** Due to Joint Commission regulations, any shipping materials including boxes sent to Tobii Dynavox must be discarded.

## A3 Training Resources

Tobii Dynavox offers a range of training resources for the Tobii Dynavox EM-12 and related communication products. The easiest way to find them, is by visiting [www.TobiiDynavox.com/support-training](http://www.TobiiDynavox.com/support-training).

# Appendix B Compliance Information

For compliance information, see the printed Microsoft document provided in the box with the Surface Pro hardware. The information can also be found at: <https://support.microsoft.com/en-us/help/4023454/surface-safety-and-regulatory-information>.

# Appendix C Technical Specifications

## C1 Tobii Dynavox EM-12 Device

Standard	Tobii Dynavox EM-12
Type/Model	EM-12
Screen	12.3" PixelSense™ Display features 267 PPI resolution, 3:2 aspect ratio.
Screen Resolution	2736 × 1824
Touch Panel	10 point multi-touch
Dimensions (WxHxD)	292 × 201 × 8.5 mm 11.5 × 7.9 × 0.33 inches
Weight	0.77 kg 1.70 lbs
Speakers	2 × 1.6 W
Microphone	2 × Digital Microphone
Processor	Intel® Core™ 8th-generation i5–8350U (dual core)
Graphics	Intel® UHD Graphics 620
RAM	8 GB
Operating system	Microsoft® Windows 10 Pro 64-Bit
Flash drive	128 GB eMMC
Sensors	Gyroscope, accelerometer, ambient light sensor
Connectors	1 × 3.5 mm Headset jack 1 × Full-size USB 3.0 1 × microSDXC card reader 1 × Surface Connect 1 × Mini DisplayPort 1 × Cover port
Buttons	1 × Power On 1 × Volume Up 1 × Volume Down
WLAN/Bluetooth®	IEEE 802.11 a/b/g/n/ac compatible Bluetooth® 4.1 Technology
Camera	Rear-facing: 8.0 MP autofocus camera with 1080p Full HD video Front-facing: 5.0 MP camera with 1080p Skype HD video, Windows Hello face authentication

## C2 Battery

Item	Specification
Battery Technology	Li-ion rechargeable battery
Battery Capacity	45.0 Wh

Item	Specification
<b>Battery Run Time</b>	Up to 4 hours, normal usage. When idle, device lasts up to 11 hours
<b>Battery Charge Time</b>	< 4 hours

### C3 Power Adapter

Item	Specification
<b>Model Name</b>	Microsoft Model 1800
<b>Rated Input</b>	100–240V~50-60Hz, 1.16 A
<b>Rated Output</b>	15VDC, 2.58A, 5VDC 1A
<b>Output Plug</b>	Surface Connect

## Appendix D    Approved Accessories

Description	Model	Tobii Dynavox Part No.
Eye tracker with bracket	EyeMobile Plus	12005021

For information about the latest approved Accessories for the Tobii Dynavox EM-12, please visit [www.TobiiDynavox.com](http://www.TobiiDynavox.com) or contact your local Tobii Dynavox reseller.

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## Support for Your Tobii Dynavox Device

### Get Help Online

See the product-specific Support page for your Tobii Dynavox device. It contains up-to-date information about issues and tips & tricks related to the product. Find our Support pages online at: [www.TobiiDynavox.com/support-training](http://www.TobiiDynavox.com/support-training)

### Contact Your Sales Representative or Reseller

For questions or problems with your product, contact your Tobii Dynavox sales representative or authorized reseller for assistance. They are most familiar with your personal setup and can best help you with tips and product training. For contact details, visit [www.TobiiDynavox.com/contact](http://www.TobiiDynavox.com/contact)