City Manager's Office

MEMORANDUM

DATE: April 29, 2024

TO: Mayor and City Council

THROUGH: Doug Thornley, City Manager   Approved Electronically

FROM: Noemi Gomez Martinez, Community Relationships Manager

SUBJECT: UbiDuo 3 Wireless Devices

This memo is intended to provide an update on the recent purchase of the UbiDuo 3 devices, funded through American Rescue Plan Act (ARPA) allocations, now available at City Hall.

The UbiDuo 3 devices are designed to facilitate face-to-face communication for individuals who are deaf or hearing impaired, enabling them to actively participate in conversations with the hearing population. The devices are located on the second floor in the Business Licensing/Development Services counter, the City Clerk's counter, and on the first floor at security. They are strategically placed in high traffic areas intended to maximize access and use.

To ensure effective use of these devices, 30-minute training sessions were held for staff. A total of 67 staff participated. Training materials are also available on the Biggest Little Intranet (BLI) platform, offering convenient access for ongoing learning and support.

These devices represent a significant step towards enhancing inclusivity within our community and promoting equal participation for all members of our community.

Attached - UbiDuo 3 Training Session Presentation

Training Session

POWER OF FACE-TO-FACE COMMUNICATION BETWEEN PEOPLE WHO ARE DEAF, HARD OF HEARING, AND HEARING

Presented by: Anna Hanson
Director of Business to Business Sales

Confirms the Need for Independent Face-to-Face Communication

Access services anytime.

Provide services anytime.

The **UbiDuoˢ 3** is a wireless communication device that enables people who are deaf, hard of hearing, and hearing to interact instantly with each other face-to-face at anytime and any place.

The **UbiDuoˢ 3** does not require Internet or Wi-Fi.

Key Features

- Instant "ON" for Face-to-Face Conversation

- No Internet or Wi-Fi Needed

- 7" Touch Color Screen – Capacitive

- 12 Hour Battery Life

- Projector Connection

- Lightweight for Portability – weighs 3.5 lbs.

- 100 Foot **Wireless** Capability

- Customizable Font Size/Type and Background Colors

- Save Feature – USB Flash Drive Port

- Pre-programmed Messages

- Kensington Slot

- 4GB Memory

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Freedom Through Communication

Use the UbiDuo[s] 3 for Face-To-Face Communication With:

INDIVIDUALS WHO…

- **ARE DEAF:** People who are deaf live on their keyboards. They are some of the most tech savvy people in the population. But you don't have to be tech savvy at all because the UbiDuo3 is instant on, and instantly ready for you to type.

- **HAVE HAD HEARING AND LOST IT *(LATE DEAFENED)*:** These individuals will speak back, but they need a way to receive clear information. They do not know sign language.

- **ARE USING A TRACHEOTOMY:** They can hear, but they need a way to express information. They do not know sign language.

- **HAVE EXPRESSIVE STUTTERING:** The UbiDuo3 enables this customer to quickly and easily express themselves. They can hear you when you speak back.

OR WITH ANY INDIVIDUAL WITH A COMMUNICATION BARRIER
Many of these individuals do not know sign language.

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Freedom Through Communication

Face-to-Face Communication Support for Anyone With the UbiDuo 3

- Instant and Real Time; immediate communication and service on the spot.
- Freedom to use or not use.
- Time efficient for everyone; no waiting!
- Each participant uses the same communication mode.
- Establish relationships between individuals; build trust and confidence.
- Unfiltered: clarify information instantly.
- Eye contact and body language strongly support the interaction.

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Connection Ports

RIGHT SIDE

USB-C Charging Port

USB Type A Port
Mini HDMI Port
Audio Socket

LEFT SIDE

Kensington Lock

Separating the UbiDuo^s 3

The preferred way to separate the UbiDuo 3 to help prevent damage to the internal parts:

1. Lay the UbiDuo 3 on a flat surface and open to show both halves
2. Grasp blue hooks on each side of the device
3. Pull blue hooks away from each other in opposite directions

Device should now be in 2 separate pieces

Connecting the Two Halves

To connect the two halves of the UbiDuo 3,

1. Lay each half on a flat surface
2. Grasp blue hooks on each side of the device
3. Slide the blue hooks into the slots at the top of each corner opposite of each other.
4. Push blue hooks into slots until you hear a click

Make sure you listen/feel for the "click" as this will let you know the device is properly lined up and will not slide apart when you fold the halves back to the closed position

Powering the UbiDuo 3 ON/OFF

To power "ON" the UbiDuo 3, press and hold the power button (top right corner of each half) for 1 to 3 seconds until the blue power indicator light illuminates; then release.

The **_Chat/Conversation Screen_** is set to appear automatically when powered on.

To turn "OFF" the UbiDuo 3, press and hold the power button, then release it. The blue power indicator light will go out.

Any conversations not saved are cleared from the memory when the UbIDuo 3 is turned off. They cannot be retrieved.

Pinch/Zoom screen to quickly increase font size.

Hit the ESC key to get to the Main Menu

The 3 (three) boxes at the bottom of the screen below the "Settings" icon allow you to change the background color to suit your personal preference.

Conversation Icon/Chat Screen

The Conversation icon takes you directly to "chat mode." This is the primary mode you will use on the UbiDuo 3 to execute having a real time, face-to-face conversation.

When a key is pressed on one half of the UbiDuo 3, it's corresponding character is immediately transmitted to the second half and displayed on it's screen as you are typing. There is no waiting to receive the data.

The "ENTER" key does not function as a command to send a line of text; it only commands the UbiDuo to start a new line of text.

Settings Icon

The Settings icon enables the user to customize different parts of the UbiDuo 3 for individual preferences for both chat partners.

Each half of the UbiDuo 3 can be configured separately. Changes made on within the Settings will remain how they were last set even after the UbiDuo 3 is turned off.

To restore or change settings you will need to go back in to make changes as needed.

Navigating Within the Settings Icon

Functions available within the Settings icon include:

- Appearance
- About
- In Range
- Time & Date
- UbiID
- Administrator

Appearance Icon

Within the Appearance icon we will further discuss how to:

- Change/Adjust the brightness of the screen background;
- Navigate through the Screen Options to show how to set the Conversation Screen; and
- Share how to change the font and screen background color.

Controlling the Brightness

Brightness:

This tool controls the brightness of the screen's backlight and set the Sleep Timer.

There are two ways to modify this setting. You can:

- Use your finger to move the brightness adjustor by sliding it left to right on the screen.
- Use the left and right arrow keys to move the adjustor.

When the desired brightness is reached, tap the return icon at the top right. Alternatively you can use the ESC key to return to the previous menu. When you power off your UbiDuo 3, the screen brightness will be set to the most recent setting.
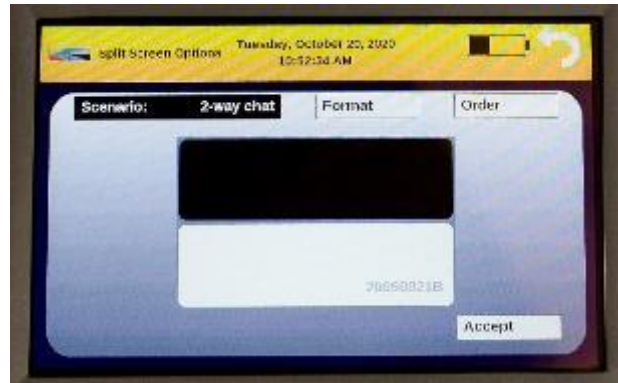

You can also customize the Sleep Timer to control how quickly your screen goes into sleep mode.
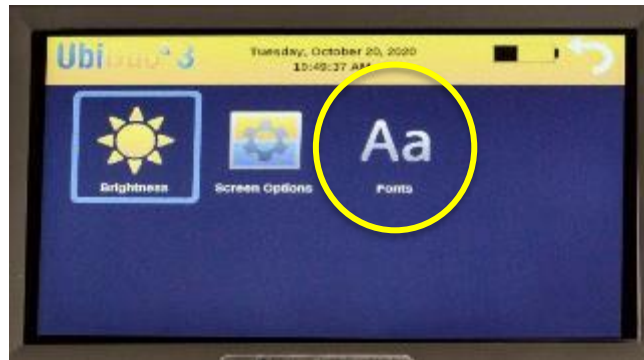
Screen Options

Screen Options allow you to design how your screen is visually set up.
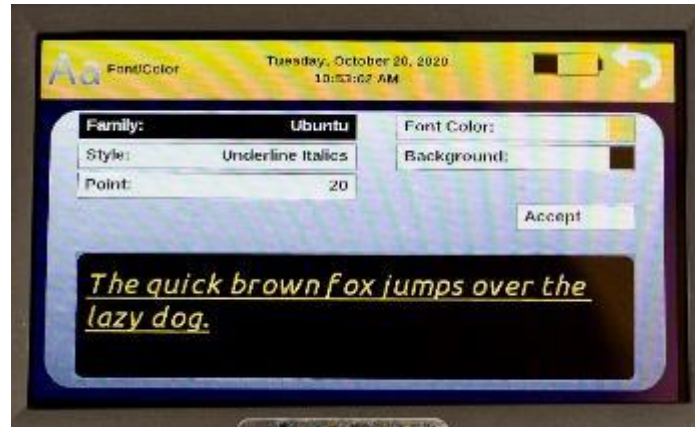
Screen Options

- **SCENARIO:** Select from a 2-way, 3-way or 4-way chat.

- **FORMAT:** Rearranges whether the Conversation Screen appears vertically or horizontally.

- **ORDER:** Toggles the location of your chat window.
    - Horizontal Mode: will toggle your chat window from the top half to the bottom half.
    - Vertical Mode: will toggle your chat window from left to right.

Changing Colors and Fonts

This feature enables you have the capability to customize each half of the UbiDuo 3 by changing the background color, font, and text color. This is beneficial to help with those who have low vision.

Changing Colors and Fonts

Family: *Style of text*
Style: *Choose text character (bold, underline, italics, etc.)*
Point: *Size of text*
Font Color: *Color of text*
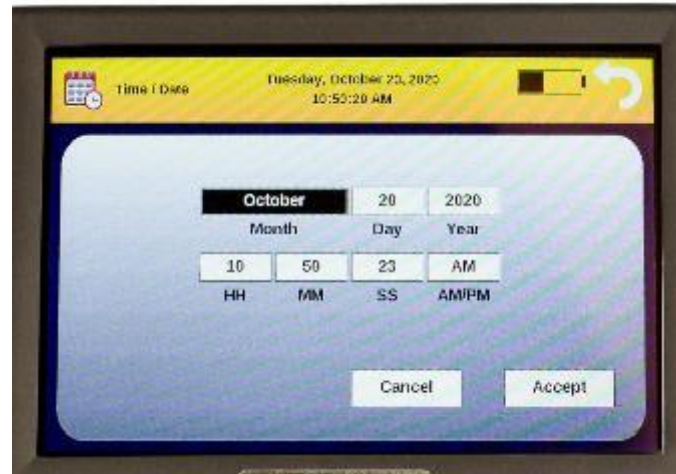**Background:** *Color of chat screen box*

**You must touch "Accept" to apply changes. There is a sample window at the bottom to allow you to preview settings.

Time and Date

This feature allows you to set the time and date on your UbiDuo 3.

Time and Date

To program your UbiDuo 3 with the correct date and time, use your arrow keys to allow you to select the appropriate month. Follow this same procedure to enter the Day, Year, Hour, Minute, Seconds, and AM/PM option. Click "Accept" when finished.

UbiID

This feature allows you to "name" each half of your UbiDuo 3. It is a name you assign to each half to make it easier to identify them. This is beneficial when saving conversations and searching for specific UbiDuo 3 communication devices "In Range."

UbiID

To change the ID to give your UbiDuo 3 half a name,
1. Clear current default data by using your "backspace" key;
2. Type in the name you wish to assign to your half of the UbiDuo 3 in the Unit ID field; then
3. Tap "Accept," or use the Tab key to highlight the "Accept" bar and press Enter.

You will have to do these for each half of the device.

In Range

"In Range" allows you to detect if any other UbiDuo 3 communication devices are within a 300 foot perimeter or your UbiDuo 3. Here you are able to create a 3 or 4-way conversation to allow more individuals to participate in a conversation.

In Range

Other units are not able to automatically connect to your device and engage in a conversation without being "invited."

To invite another device to create a 3 or 4-way conversation:
- From the list, touch the device you wish to connect with; then
- Touch screen to send them an invite to join your chat.

The invited device must touch "Accept" to connect the UbiDuo 3 devices together.

About

ABOUT:

This will show you to view current versions of the UbiOS and other UbiDuo 3 software.

You can also view battery voltage and charging percentages in this icon.

Administrator

ADMINISTRATOR:
This feature allows you to locate and install changes to the UbiDuo 3.

- Automatically set to start in Conversation/Chat mode once initially powered "ON."
- Tab for Software Update

Anytime sComm makes an upgrade or software change, you will need to enter this area to make those changes to your UbiDuo 3 communication device.

Saved Icon

This is the location where you are able to retrieve conversations that have been saved on the UbiDuo 3.

When the UbiDuo 3 is powered off, any existing conversations are automatically cleared from the memory and lost. You MUST instruct the UbiDuo 3 to save any conversations you wish to retain.

To Save a Conversation

To **SAVE** a conversation:

- Press **CTRL + S** at the same time;
- Touch screen in the file name box. Backspace out "chatlog."
- Type in a new file name
- Hit ENTER

The conversation has been saved to the UbiDuo 3.
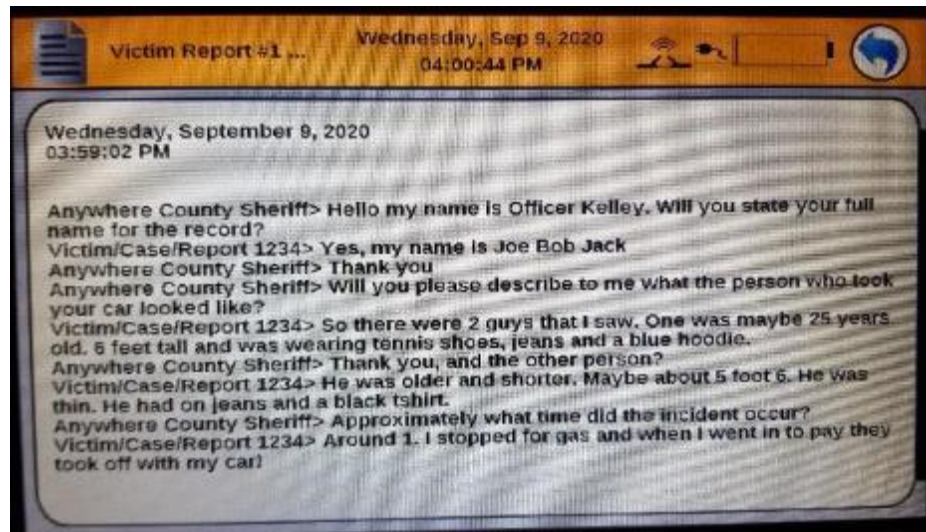*It will remain there until deleted.*

Retrieving a Saved Conversation

Within the SAVED folder you are able to retrieve any conversations that you have saved to the UbiDuo 3. You also have the capability to copy them to a formatted USB Flash Drive which allows you to transfer the conversation to a computer to be uploaded and stored, printed or archived.

When in the SAVED folder, you have the option to:

- **VIEW** saved conversations;
- **SAVE** transfer or export saved conversation to a USB Flash Drive; or
- **ERASE** a saved conversation
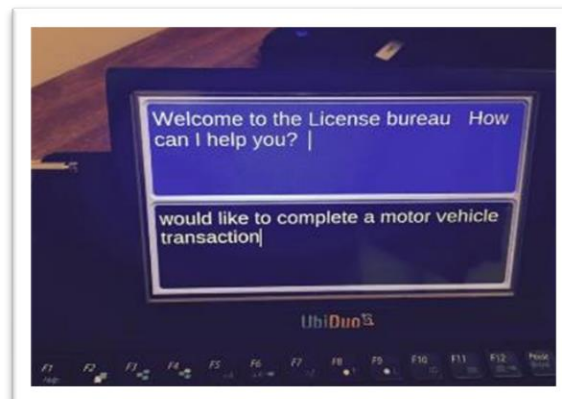
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Viewing a Saved Conversation

As you view or export a saved conversation, you can see what the complete transcript looks like. As you can see, by "naming" each half of your UbiDuo 3 you are able to visually identify line by line who said what throughout the conversation.

Setting Pre-Programmed Messages

The UbiDuo 3 has been designed with the capability to have a series of 4 different pre-set messages that appear each time the FN +F12 keys are hit simultaneously and accept is pressed. (To get to message fields 2, 3,or 4 you will need to press next on the screen as it will always pull to the first of the four fields).

To create your own custom messages, press the FN+F11 keys simultaneously and type your personal greeting after deleting the custom message # 1. You are able to change and/or modify this anytime you need or would like to by following the same procedure.

Function Keys & Shortcuts

Fn Keys

<Fn> + F1   Help
<Fn> + F2   Font/Color Screen
<Fn> + F3   In Range
<Fn> + F4   Close all chat connection
<Fn> + F5   Increase font size in chat window
<Fn> + F6   Increase font size in DCP chat window
<Fn> + F7   Brightness and Sleep Timer screen
<Fn> + F8   Increase brightness screen
<Fn> + F9   Decrease brightness screen
<Fn> + F10   Unit ID screen
<Fn> + F11   Build Pre-Programmed Messages
<Fn> + F12   Use Pre-Programmed Message

Emoticons

F1   Help
F2   Smile
F3   Sad
F4   Shocked
F5   Question
F6   Tease
F7   Sick
F8   Angry
F9   Secret
F10   Cool
F11   Wink
F12   Love

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Function Keys & Shortcuts

Control Keys

<Ctrl> + B **Bold**

<Ctrl> + F Change chat format

<Ctrl> + I *Italics*

<Ctrl> + O Change chat window order

<Ctrl> + S Save chat

<Ctrl> + U <u>Underline</u>

Shift Keys

<Shift> + F7 Clear both UbiDuo screens

<Shift> + F8 Clear your UbiDuo screens

<Shift> + F9 Clear partner's UbiDuo screen

Special Functions

<ESC> On main menu - will return to chat session

<PgUp> Scrolls conversation up one page at a time

<PgDn> Scrolls conversation down one page at a time

<Up Arrow> Scrolls conversation up one line at a time

<Down Arrow> Scrolls conversation down one line at a time

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Charging the Batteries

Once you have unpacked your UbiDuo 3, assemble your charging assembly. Plug the two small ends of the Y-Cable (included in your package) into the Micro USB ports on the right side of the devices; then plug the other end into your wall outlet. You will need to plug in both halves.

The UbiDuo's battery will last for 8-12 hours, depending on usage.

Serial Number Location

The serial number is located each of the units on the inside leg of the device. You will see it when the screen is raised up.

Questions?

Your UbiDuo 3 is now ready to be used! We are happy to help you anytime with any questions you may have as well as offer any additional training you may find your agency needs! There is no additional cost for this service.

If you have any troubles or concerns regarding your device, contact our Customer Service Department at (816) 350-7008 or call your sComm Account Manager directly. We are happy to help you!

Anna Hanson

Director of Business to Business Sales

6238 Hadley Street
Raytown, MO 64133

816-350-7001 Voice
913-707-8060 Cell
816-601-1016 Video Phone
anna.hanson@scomm.com
www.sComm.com

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