Orion TI-30XS FAQ

01 May 2023
Version 0.1

Frequently asked questions

This page contains answers to most commonly asked questions about Orion TI-30XS.

Q. What are the dimensions and weight of the Orion TI-30XS?
A. The dimensions (W x H x D) are 165 x 83 x 23 mm. It weighs 0.38 lbs. (175 grams)

Q. What are the accessories of Orion TI-30XS available for sale?
A. You can purchase the following accessories
1. Spare Cover
2. Power Adapter
3. USB-A to Micro USB-B Cable for Orion TI-30XS
4. Spare Battery

Q. What and how many input keys does the Orion TI-30XS have?
A. There are 41 keys laid out in five rows and nine columns and a four-key directional pad in the top-right corner. The four keys of the directional pad are the **arrow** keys for the TI-30XS. The power **on** key is in the bottom-left corner, diagonally opposite from the directional pad. It has a raised outline on the bottom-left corner of the key.

Q. Which additional buttons or keys does the Orion TI-30XS have?
A. The screen (shown below) is the rectangular, flat section between the Orion Access keys (on the top) and the TI-30XS keys (on the bottom). Above the screen on the face of the Calculator are three keys in a horizontal region. The label on the keys from left to right are **A**, **S/L**, and ↺**R** which stand for Access, Silence/Learn, and Repeat. These three keys are the Orion Access keys.

Q. Does the Orion TI-30XS have any external ports?
A. When holding the calculator or if it is lying on a flat surface with the keys facing up, the ports at the top of the calculator are the earphone jack on the left and the USB Micro-B port on the right.

Q. How many batteries does Orion TI-30XS have?
A. The Orion TI-30XS comes with a built-in user-replaceable chargeable battery.

Q. How to TURN ON/OFF the Orion TI-30XS?
A. Follow these steps to turn the calculator on and off:
1. To turn the device on, press the **on** key located at the lower left-hand corner of the calculator positioned in column 1, row 1.
2. To turn the device off, first press the **2nd** key located in column 1, row 9, and then the **on** key.

Q. What are the accessibility function and what they do?

A. The Orion TI-30XS has three keys at the top of the unit and above the screen that control the accessibility features. This region is what is known as the Orion accessory which was added to the original TI-30XS to make it accessible for individuals with visually impairment. The keys are (from left to right) Access, Silence/Learn, and Repeat.

Access Key (A)
• Tap the Orion A key followed by an Access Mode key to get the modified functionality for that particular key. For example, Access followed by Repeat activates the spell mode.
• Holding the A key with a long press enters Orion settings which allows you to change settings such as speed and/or volume. Pressing and holding the A key again turns off Orion settings. Pressing a non-Orion settings key

Silence/Learn Key (S/L)
• Tapping the S/L key silences whatever is currently being spoken.
• Pressing the A key followed by the S/L key turns off access functionality until one of the Orion Access keys is pressed or the calculator is turned off and on again. This is a good mode to use when an instructor would like to use the calculator without speech.
• Holding this key with a long press switches the calculator to Learn mode.

Repeat Key (↺R)
• Tapping the ↺R key repeats the last spoken text.
• Pressing the A key followed by the ↺R key spells out the last spoken text.
• Press and hold the ↺R key to read the entire screen.

Q. Can we connect braille device with the Orion TI-30XS?
A. No, we are not able to connect.

Q. How to access the Orion settings?

A. To enter Orion Settings press and hold the **Access** key until **Orion setting on** is announced. When in Orion Settings the following keys and functions are available:

- Up Arrow - Volume up
- Down Arrow - Volume down
- Right Arrow - Rate up
- Left Arrow - Rate down
- 0 - Announce ticks on table screen (toggles on and off)

Q. What can we do with the Home Screen?

A. On the Home screen, you can enter mathematical expressions and functions, along with other instructions. The answers are displayed on the Home screen. The TI-30XS screen can display a maximum of four lines with up to 16 characters per line. For entries and expressions of more than 16 characters, you can scroll left and right by pressing the right arrow or left arrow on the directional pad to view the entire entry or expression. Similarly, to view entries and expressions that are more than four lines, you can scroll up and down by pressing the up and down arrows on the directional pad.

Q. What is the standard warranty period?

A. The device has standard 1 year warranty from the date of purchase and you can purchase extended warranty within 60 days from the date of purchase.

Q. When units do not charge what should we do?

If the unit is not getting ON by pressing ON key, the battery voltage may be low or there is some issue with the USB port or circuit on PCB.

    a. Connect the device to a known good wall charger through USB meter. Check if it announces "charger connected" message and USB meter shows some current reading.

    b. If it announces "charger connected" message" and USB meter shows some current reading, let the unit charge for an hour. Unit should work normally and the battery % should increase. If unit does not work normally after charging, some issue with circuit in PCB, send the unit to Encore for repair.

Q. What should we do when battery is not charging?

If the unit is not charging, the charging circuit on PCB, the USB port or battery may have some issue.

    a. Connect the device to a known good wall charger through USB meter. Check if it announces "charger connected" message and USB meter shows some current reading.

    b. If it announces "charger connected" message" and USB meter shows some current reading, let the unit charge for an hour. The battery % should increase. If unit does not increase, replace he battery and check. If battery % does not increases even after replacing the battery, some issue with other circuit on PCB, send it for repair.

    c. If it does not announce "charger connected" message, some issue with USB port, send it for repair.

Q. Unit is displayed MEMORY CLEARED" message continuously displayed / Unit not getting reset while pressing ON+CLEAR key combination / Announcement of "MEMORY CLEARED" message absent / wrong announcement like "HOME SCREEN" coming while pressing the reset key combination.?

   a. **A.** Try resetting the device by pressing CLEAR and ON key together and try to operate.

   b. Upgrade firmware (load latest firmware) and check.

   c. Try plug-out and plug-in the battery. Check the unit. If still the problem persists, there is problem related to RESET circuit on PCB, send it for repair.

Q. Device does not turn on to power after charging?

A. Regarding the power on issue for TI-30XS, we request you to please go thru the below steps: -

-   While inserting the charger (USB cable) does the device sound stats "charger connected", If not, we advise please try using a different USB cable (micro-B)
-   Once the device says "charger connected", please tap the power ON button, then on the screen, a blink will appear, it suggests the device is on.
-   If still no luck, then press "ON" and "Clear" button together, that will clear the cache memory.
-   Lastly, flip the device and try to remove the battery and re-insert.

Q. How can we upgrade the Orion TI-30XS?

A. Connect Orion TI-30XS in upgrade mode in order to upgrade the device. You can upgrade your device with the windows computer.

Q. How to recover the device in case the upgrade process fails in between?

A. Follow firmware and audio upgrade procedure steps from
(1) again in case of any failure.
In case the device is not detected by the PC utility, open the device manager and check the status of the connected device in the HID section by plugging and unplugging the device. If there is still no response, connect the device to another USB port or restart the PC.

Q. How to reset the device?

A. Reset the TI-30XS by pressing ON and CLEAR key

Q. How to report a software bug?

A. You can email us the details at <u>techsupport@orbitresearch.com</u>.

Q. What is the Orbit Research warranty?

A. Orbit Research warrants the Orion TI-30XS hardware product against defects in materials and workmanship under Normal use for a period of ONE (1) YEAR from the purchase date, by the original purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received by the Orbit Research, within the Warranty Period, at its option and to the extent permitted by law, the defective hardware will be repaired or replaced. Extended one-year warranty can be purchased within 60 days for $129.00 at the purchase time of the Orion TI-84 Plus by the original purchaser.

Q. How can I obtain Technical Support for Orion TI-30XS?

A. For technical support, you can email the details at
techsupport@orbitresearch.com