



Dolphin Guide

User Manual

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2. About this Booklet

This booklet has three main sections. The first section details how to install Guide onto your computer. If you have purchased a complete Guide PC or laptop system, or if you are using a computer that already has Guide installed, this section can be ignored.

The second section of this booklet gives basic information and step-by-step examples on how to use the various features of Guide. It is only intended to offer a basic introduction to Guide and not a full training course.

The final section of the booklet details the function and shortcut keys that are available in Guide.

3. How to Install Guide

Please note: You do not need to read this section if someone else has already installed Guide onto your computer for you. Proceed to the next section entitled 'Using Guide for the First Time' on page 17.

3.1 Before installing Guide

Ensure that your computer has speakers and is capable of playing sounds before installing Guide.

If you are going to use a scanner for reading, a printer for printing or a modem for connecting to the Internet – ensure that these pieces of equipment are installed onto your computer, as per the manufacturer's instructions. These pieces of equipment can be added to your computer, either before or after you install Guide.

If the demonstration version of Guide is already installed on your computer, and you are now installing the full version, the demonstration version does not need to be removed first. All of your settings, addresses, emails and documents, etc from the demonstration version will also be kept.

3.2 Installing Guide from a CD

With your computer turned on and your Windows Desktop showing, insert the Guide CD into your computer's CD drive. If you are upgrading from a previous version of Guide, make sure that Guide is not running.

The talking installation program should automatically start within 30 seconds and will guide you through the rest of the installation process. The process will basically require you to press the Enter key three or four times.

During the installation process you will be asked if Guide should automatically start when the computer is turned on. Press number 1 when prompted to do so, if you wish Guide to start automatically, or press number 2 if you don't.

When the installation program has finished, your computer will restart itself. If you selected for Guide to start automatically, Guide will automatically start after a few moments. If Guide was not set to start automatically, it can be started manually by pressing the shortcut key CTRL + ALT + D, or by double clicking on the Guide icon on the Windows desktop.

3.3 Installing the Guide Pen

When running the Guide Pen, all documents, emails, addresses, etc are saved to the Pen. Although Guide is running from the Pen and saving all information to the Pen, it can still use the printer, scanner and Internet connection, etc of the host computer.

The Guide Pen does not need anything installed on the host computer in order for Guide to run. Just plug the Pen into a

computer, explore the files on the Pen, and double click on Dolphin Guide to start Guide.

With older versions of Microsoft Windows, Guide may automatically start as soon as the Pen is plugged in to the host computer. However, more recently, Microsoft has disabled this automatic start feature, as it is potentially allows viruses to install themselves.

If you wish Guide to automatically start as soon as the Pen is plugged into the host computer, the Guide Launcher program must be installed on the host computer – this only needs to be done once.

To install the Guide launcher program, plug the Guide Pen into the host computer and explore the files on the Pen. Double click on Setup.exe, then turn your computer off, then on again.

With the Guide launcher installed, as soon as the Pen is plugged in, Guide will automatically run.

3.4 Removing the Pen from the host computer

When you have finished using the Guide Pen and are ready to remove the Pen from the host computer, press Escape on the Main Menu to display the Shutdown Menu. On the Shutdown Menu select option 2 to Remove the Pen. After selecting this option, wait for the computer to beep before actually removing the Pen.

3.5 Multi-user or networked installations

To install Guide on a multi-user computer or in a networked environment, where users have restricted permissions, please see Appendix A towards the end of this booklet.

3.6 Guide Installation help and support

If you have any problems with installing Guide onto your computer, please call our Technical Support Team on 01905 754 765.

3.7 Activating Guide

Activation only applies to the full version of Guide and not the demonstration version. If you are using the demonstration version of Guide, ignore this section.

If you purchased a computer system with Guide pre-installed on it, it will have been activated already, so please ignore this section.

Your copy of Guide must be activated before you can use it. If you try and run Guide when it is not activated, only the activation screen will be displayed and it will not be possible to access the normal features of Guide.

Guide can be activated in two ways:-

3.7.1 Activating Guide through the Internet

If your computer has an Internet connection, Guide can be activated at any time of the day or night.

Select option 1 from the Activation Menu and type in the Serial Number as found on the software packaging or accompanying documentation. The Serial Number is eight characters long and consists of a mixture of numbers and letters.

Activation over the Internet only takes a few seconds. When it is complete, Guide will show the Shutdown Menu. Select option 1 to turn off your computer. When you next turn it on, Guide will be activated and fully functional.

3.7.2 Activating Guide by telephone

If your computer does not have an Internet connection, Guide can also be activated over the telephone.

Have your computer switched on and the Guide activation screen showing. Then telephone us on 01905 754 765.

The person dealing with your registration will ask you to select option 2, which will display your Guide product code. They will then give you an unlock code to type in.

When activation is complete, Guide will show the Shutdown Menu. Select option 1 to turn off your computer. When you next turn it on, Guide will be activated and fully functional.

3.8 Removing Guide or moving Guide to a new machine

3.8.1 Uninstalling Guide

To uninstall Guide from your machine, either use the Add and Remove Software option in the Windows Control Panel and remove all items with names that start with “Dolphin Guide...”, or use the automated process on the installation CD. To use the CD, insert it into your computer and press the X key when prompted to do so.

Note: Uninstalling Guide does not de-activate it.

3.8.2 Moving Guide to a new machine

To move Guide from one computer to another, for example, if you buy a new computer, you must de-activate your copy of Guide on your old computer first, so that it may be re-activated on the new computer. De-Activation does not apply to the demonstration version of Guide.

3.8.3 De-activating Guide

From the Guide Settings menu, select option 9 for more settings, then select option 8 for de-activation. On the de-activation menu select option 1 for Internet de-activation or option 2 for manual de-activation.

The de-activation process is fully automatic if you de-activate through the Internet. If you manually de-activate Guide, a special de-activation code is displayed on screen, which must be noted down and given to us before you can re-activate.

3.8.4 Re-activating Guide on a new machine

After you have successfully de-activated Guide from your old computer, install Guide as normal onto your new computer, then

use the same Serial Number which was used to activate Guide on your old computer.

Note: Before de-activating and/or removing Guide, you may wish to copy all of your old documents and settings onto a thumb drive, floppy disk, or CD. This can be done by using the Backup and Restore feature in Guide.

3.9 Changing how Guide starts

During the initial installation process, options allow you select if Guide is to start automatically with your computer. If you would like to change this setting at a later date select option 9 from the Main Menu, then option 8 for Settings, then option 4 for Guide Settings. Within screen 3 of the Guide Settings Menu, change the Automatically Start option to on or off.

If Guide has been set to not automatically start when your computer is switched on, it can be started by pressing CTRL + SHIFT + G on the keyboard. Use the CTRL and SHIFT keys located on the left hand side of the keyboard.

3.10 Keeping the Guide program up to date

If you have an Internet connection, Guide can automatically check for and install minor program updates over the Internet. Use option 8 on the System Settings menu to check if program updates are available.

4. Using Guide for the First Time

4.1 Starting Guide

Guide may start automatically if you selected it to do so during the installation process.

If you have stopped Guide from automatically starting, it can be started by pressing CTRL + SHIFT + G on the keyboard. (Use the CTRL and SHIFT keys located on the left hand side of the keyboard).

4.2 Getting help and support

Detailed help is available by pressing F1 on each of Guide's screens. Press the F1 key and Guide shows a Help Page specifically for the part of Guide that is currently being used.

Pressing CTRL + F1 on any screen will display a special Help Page listing all the available shortcut keys and special function keys.

All Help Pages can be either displayed on screen in large print, printed out in large print, or spoken by the Guide voice.

Additional help and support is available from our Technical Support Team, by calling 01905 754 765.

Training can also be supplied by one of our accredited trainers in half-day or full-day sessions. Shorter training sessions are also available through our Telephone Training Service.

Guide also includes a secure remote control feature that allows our support engineers or telephone trainers, at your request, to see your screen and remotely control your computer through an Internet connection.

4.3 Using the Guide menus

Guide has many great features. To access a particular feature, you will need to select it from a menu. When Guide starts, you will be automatically taken to the Main Menu.

The menu is in the form of a numbered list. To select a particular option, press the corresponding number on your keypad or use the arrow keys to move up and down the menu list, then press the enter key to select that option.

All Guide menus are automatically spoken out in full. To stop this from happening, an option can be found to do this within the Guide Settings Menu.

The Guide menu system can be thought of as a tree. The main menu is the tree trunk. When you select a menu option, you travel along a branch of the tree. When you have finished with that particular task, press the escape key to travel back down the branch, towards the Main Menu again.

To magnify a menu, or any Guide screen, press F12. To decrease magnification press CTRL + F12.

To pause the voice from speaking, just press either of the control (CTRL) keys, located at the bottom left and right of the main keyboard keys.

To start the voice speaking again, either press the F8 key or use the arrow keys.

4.4 Customising Guide

Guide screens can be tailored to suit your own needs. To change how the Guide screens look or operate, go to the Guide Settings screen.

To do this, from the Main Menu, select More Options, then select System Settings. From the System Settings menu you can change:

- Text colours
- Text font face (normally set to Arial)
- Background colours
- Subtitle size and appearance, at the top of the screen
- Voice speed and volume
- Internet connection settings
- Email settings
- Guide settings, controlling how Guide speaks and behaves
- Menu text and numbering (with the custom menus feature)

Voice speed and magnification can also be changed quickly by using two of your keyboard's function keys.

F12 Increases magnification.

CTRL + F12 Decreases magnification.

(Each screen remembers its own magnification setting).

F11 Increases voice speed.

CTRL + F11 Decreases voice speed.

4.5 Configuring Guide for Internet access

Please contact us if you need help with your Internet settings.

If you have purchased Guide for your own computer, you will need to tell Guide which Internet connection you would like to use to connect to the Internet. For complete computer systems purchased from us, the Internet connection settings will be pre-configured and ready to go.

To set your computer up for Internet access, go to the Main Menu and select More Options. Then, select System Settings. From the System Settings Menu, select the Internet Connection Settings option. There are three Internet options:

4.5.1 Dial-up broadband or dial-up modem

If you have a standard dial-up modem, or a broadband modem connection, select the Dial-up Broadband or Dial-up Modem Option. Note: most Internet Service Providers require you to install their dial-up software first, before you can use it.

If you have set up different types of Internet connection on your computer, eg. a broadband connection and a modem connection, then Guide will now list all the Internet connections found on your computer. Select the type of Internet connection you would like Guide to use.

4.5.2 Corporate network or permanent broadband

If you have a permanent wireless or router-based broadband connection, or are based in an office with a corporate network, use this option. This is the default factory setting for Guide.

4.5.3 Manual settings

If your computer does not already have a valid dial-up connection, simply select this option to manually enter the dial-up telephone number, username and password that your Internet Service Provider has issued to you.

4.6 Configuring Guide for email

Please contact us if you need help with your email settings.

If you have purchased Guide for your own computer and wish to send and receive emails (electronic mail), you will need to type your email settings into Guide. If you have previously used Outlook Express for your emails, Guide can automatically copy these settings for you.

For complete computer systems purchased from us, the email settings will be pre-configured and ready to go.

Instructions for both adding new settings and amending existing settings are given below:

4.6.1 Adding new email settings for the first time

From the Main Menu, select option 1 for emails. The email setup menu will display. Select option 1 to configure your email settings

now, then select option 1 again to use the email settings wizard. (Options are also available on this menu to copy settings from Microsoft Outlook or to configure the settings manually. However, the email wizard is the quickest and easiest way to proceed).

The email settings wizard will ask you to type in your email address, full name and email password. Type in each, then press the Enter key. After a short pause, the wizard will configure all the necessary email settings. Guide email will then be ready to use.

In the unlikely event that the wizard is not able to find the settings for your particular email address, a warning message will be displayed and settings will have to be typed in manually.

4.6.2 Changing email settings

The below instructions apply to both changing email settings that have been entered via the wizard, or adding and changing email settings manually.

From the Main Menu, select option 1 for Emails, then option 9 on the Email Menu for Email Settings. On the Email Settings menu select option 1, then option 3 to configure email settings manually.

Guide will ask you for the following details, which should have been provided to you by your Internet Service Provider:

Incoming POP3 mail server: This will be something like
pop3.InternetProvider.com

Outgoing SMTP mail server: This will be something like
smtp.InternetProvider.com

Email Username: This will be something like JoeBloggs1

Email Password: This will be something like MyPassword1

SMTP Email Username: This is generally not required.

SMTP Email Password: This is generally not required.

Your Email Address: Enter your email address, as provided by your Internet Service Provider. For example, Joe@InternetProvider.com.

Your Full Name: Enter your full name.

4.7 Solving common Internet and email problems

4.7.1 Frequently Asked Questions

Question: I cannot surf the Internet and cannot send and receive emails either. What's wrong?

Answer: Your Guide Internet settings are not set up correctly. Try selecting a different dial-up broadband or dial-up modem connection from the list. Try selecting the Corporate or Permanent Broadband connection, instead of a Dial-up connection.

Question: I can use the Guide Web Browser, but cannot send or receive emails. My email settings are definitely correct.

Answer: The most common reason for this occurring is if you have a firewall or security programme installed on your computer, for example Norton, McAfee, ZoneAlarm, etc. If this is the case, you may need to configure these programmes first, and set them to allow Guide full access to the Internet. Consult the documentation on these products, which you would have received from the manufacturer, on how to give Guide full access to the Internet.

If you need help with your Internet or emails settings, please contact us for assistance.

5. An Introduction to Reading and Writing Emails

5.1 Writing a new email

From the Main Menu, select option 1 for Emails. Then, from the Email Menu, select option 3 to Write a New Email.

Guide will ask you if you want to type in an email address, or select an email address from your Address Book. In this example, select option 1 to type in an email address. Type in the email address `Guide.Support@yourdolphin.com`, then press the enter key on your keyboard to continue.

Guide will now ask you for the subject of the email. Type in My Test Email, then press the enter key to continue.

Guide will now ask you to type the main message for your email. Type the following:-

Dear Bob,
This is a test email for you.
Thanks.

When you have finished typing your message, press the escape key on your keyboard. (Make sure to press the escape key here and not the enter key. If the enter key is pressed, the cursor would simply move onto a new line in your message).

Guide - From Software Express Limited (Registered)
Capital Hi Capital Bob COMMA NEW LINE DELETE This a test email for you PERIOD NEW
LINE Thanks PERIOD NEW LINE F12. F12. Zoom for the F12. F12. F12. F12.

Email Details

From: Mr Test
To: support@softwareexpress.co.uk
Subject: My test email

Type New Email Message

Hi Bob,
This is a test email for you.
Thanks.

After pressing the escape key to finish your email, Guide will then ask you what you would like to do with this email. The options are set out in an Actions List.

Select an Action

Send Now
Send Later
View or Change
Spellcheck Email
Save Email
Add Attachment
Delete Attachment
Print
Back to Email Menu

Use the up and down arrow keys to select an action, then press the enter key to continue. In this example, make sure the first action on the list entitled Send Now, is selected, then press the enter key to continue.

That's it ! Your email has been sent.

5.1.1 Writing one email to several people

The procedure for writing one email to several people is the same as detailed above, but with the following exceptions:

Instead of typing in one email address, type in several email addresses separated by commas. For example:

Guide.sales@yourdolphin.com, bob@yourdolphin.com

Alternatively, if you are picking addresses from your address book, use the up and down arrow keys to choose a person, then press the space bar to select them. Use the up and down arrow keys again to choose another person, and press the Space Bar to select them. Repeat this procedure and select all the required people, then press enter to continue.

5.2 Retrieving emails that have been sent to you

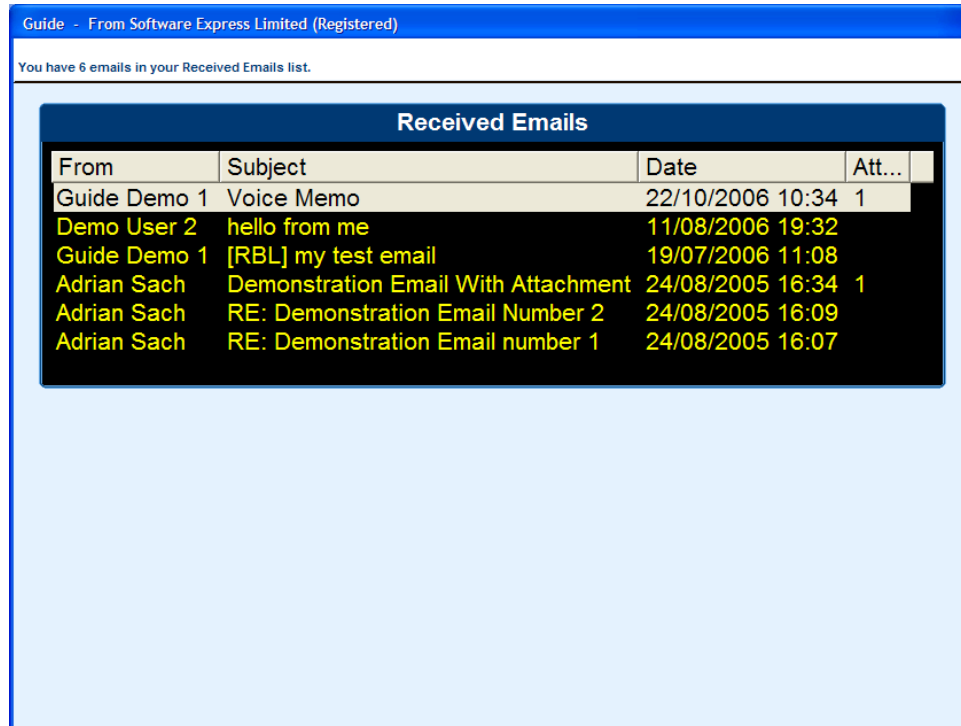
From the Email Menu, select option 1 to Retrieve New Emails.

Guide will automatically connect to the Internet and find any emails that are waiting for you. As new emails are retrieved, Guide will tell you how many have been retrieved and put them at the top of your Received Emails list.

When all the emails have been retrieved, Guide will automatically show your retrieved emails list. See the section below for details on how to read your new emails.

5.3 Reading and replying to an email

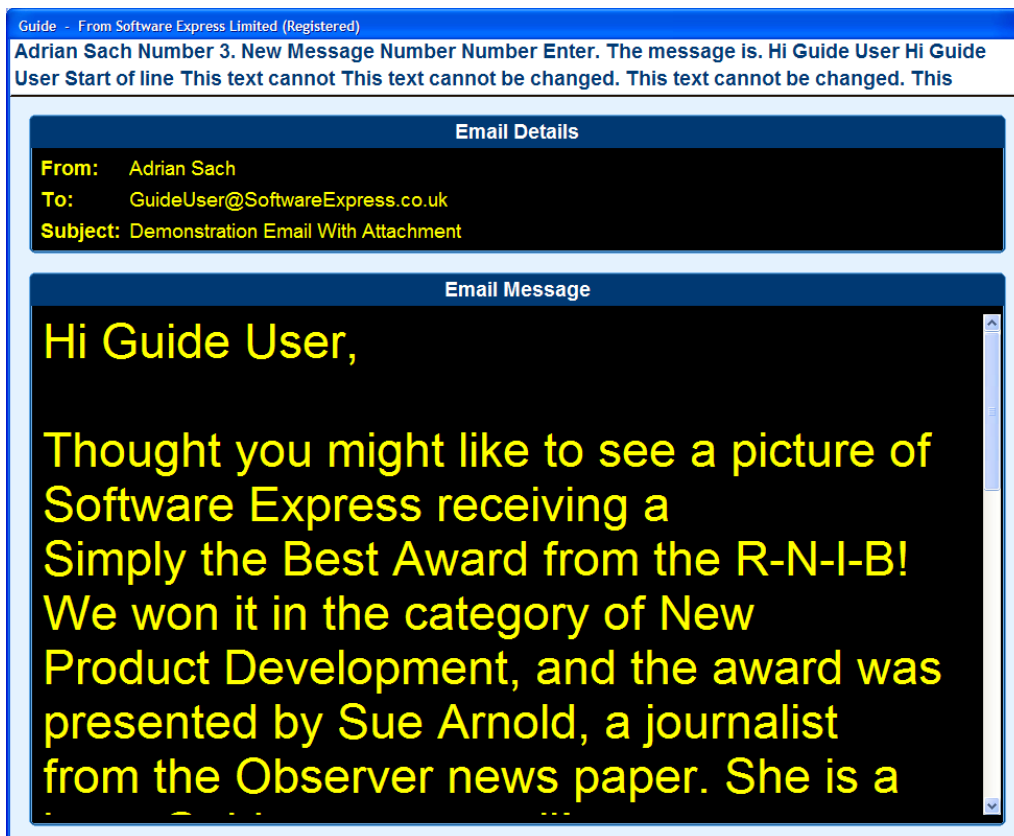
From the Email Menu, select option 2 to read your Received Emails.



From	Subject	Date	Att...
Guide Demo 1	Voice Memo	22/10/2006 10:34	1
Demo User 2	hello from me	11/08/2006 19:32	
Guide Demo 1	[RBL] my test email	19/07/2006 11:08	
Adrian Sach	Demonstration Email With Attachment	24/08/2005 16:34	1
Adrian Sach	RE: Demonstration Email Number 2	24/08/2005 16:09	
Adrian Sach	RE: Demonstration Email number 1	24/08/2005 16:07	

Guide will tell you how many emails you have, then will read out the summary information for the email at the very top of the list. The summary information will include the sender's name, the email subject, the date and time it was received, if there are any attachments and whether it is a new message that you have not read yet.

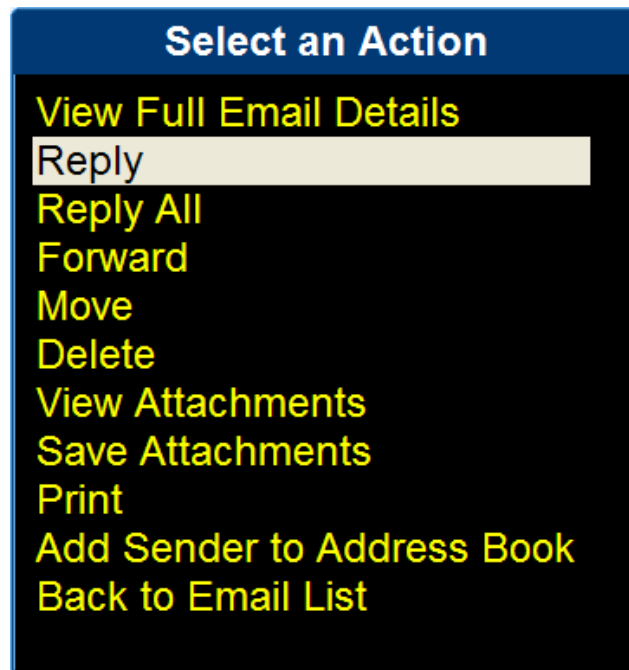
Use the up and down arrow keys on your keyboard to select the email you wish to read. As you move up and down, Guide will read out the summary information for each email you move to. Press the enter key to read the selected email. Guide will show the email message on-screen in large print and will start to read it out.



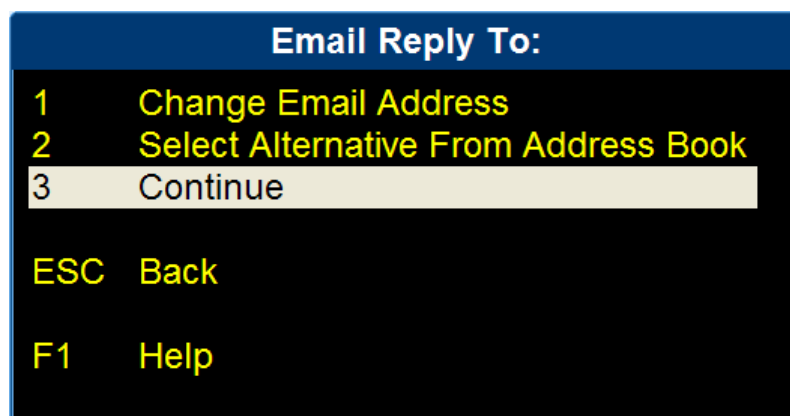
To increase the magnification of the email message, press the F12 key. To decrease the magnification, press CTRL + F12.

To stop Guide speaking, press the CTRL key. To start reading again, press the F8 key or use the up and down arrow keys to move up and down the text.

When you have finished reading the message, press either the enter key or the escape key. You will then be asked to select an action for the email. In this example, use the up and down arrow keys to select the Reply action, then press enter to continue.



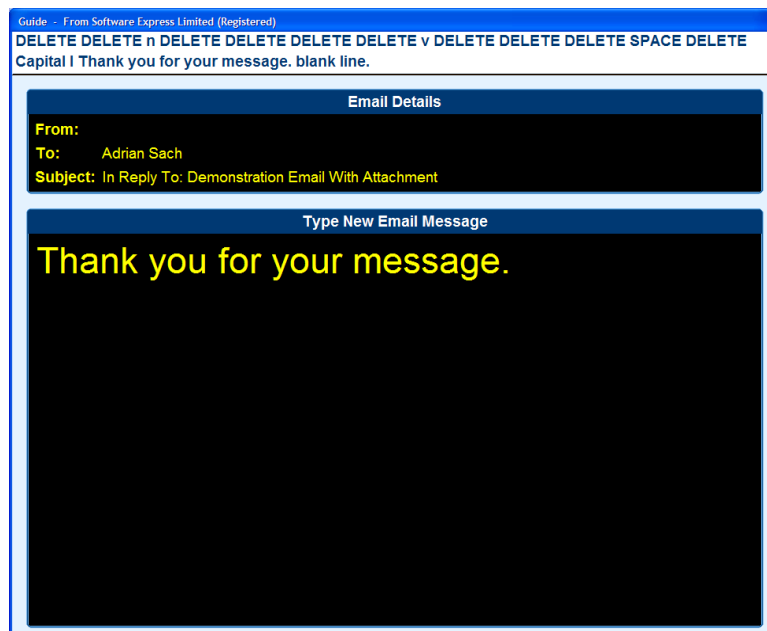
Guide will then ask if you wish to pick a different reply address, or just continue and reply to the sender. Use the up and down arrow keys and select option 3 to continue. Guide will automatically fill in the reply address for you.



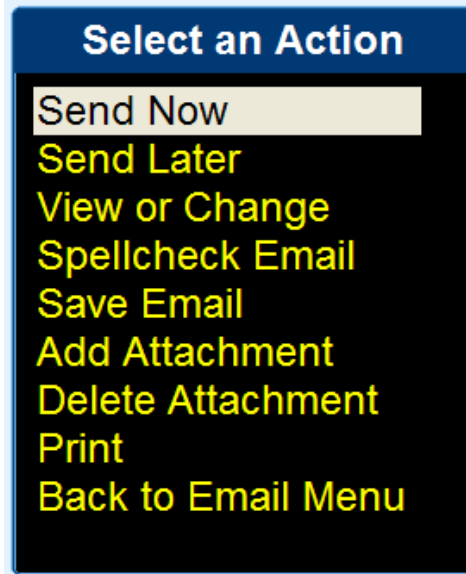
You then need to type in a subject for this email. Guide will automatically put in a subject for you, which can be changed if you wish. In this example, just press the enter key to continue.



The next stages are now exactly the same as writing a new email message. Guide will now ask you to type your email message in reply to the original. Type 'Thank you for your message', then press the escape key to continue.



Note: If you want Guide to always include the original message at the bottom of your reply, so you can make reference to it, go to the Email Settings screen and select Automatically Include Original Message When Replying.



Use the up and down arrow keys to select an action, then press the enter key to continue. In this example, make sure the first action is selected entitled Send Now, then press the enter key to continue.

That's it ! Your email reply has been sent.

5.4 Deleting an email

From the Email Menu, select option 2 to read your received emails. Use the up and down arrow keys to select the email you wish to delete, then press the delete key on your keyboard. The email will be transferred to your Deleted Emails List, where you can read it again if the email was accidentally deleted.

Only emails deleted from your Deleted Emails List will be permanently deleted from your computer.

To delete several emails in one go, use the up and down arrow keys to choose the first email to delete. Press the space bar to select it. Use the up and down arrow keys again to select the

second email. Press the space bar to select this second email. Repeat this procedure and select all the emails you wish to delete, then press the delete key.

To delete all emails in a particular list, press the CTRL + A shortcut key combination, to select all the emails. Then press the delete key on your keyboard to delete them.

5.5 Finding an email

From the list of emails, press the shortcut key CTRL + F. Guide will ask for the search word or words to be typed in. Type in a word or words, then press the enter key to continue.

Guide searches through all emails and only shows ones that contain the search word or words.

6. An Introduction to Letters and Documents

From the Main Menu, select option 2 for Letters and Documents.

The Letter and Documents Menu allows you to write a letter, write a document, open a PDF document or find a previously written letter or document.

When writing a letter using option 1, Guide uses a template and asks you for the address of the person you are sending the letter to, together with your address. Guide then inserts the addresses in the correct position at the top of the page. You can then type the text of your letter underneath. Typing the text of your letter, saving it and printing it are exactly the same as in the document example below.

A document is different to a letter, in that it is just a blank page.

The following example runs through writing, saving and printing a document.

6.1 Writing a new document

From the Letter and Document Menu, select option 2. A blank page will be displayed, filling the screen. This is where the text of the document can be typed.

Type the following sentence:-

Jack and Jill

Now press the enter key twice to create a blank line under this text.

We will now move this text to the centre of the page and also underline it and make it bold. It will become the title at the top of our document.

6.2 Formatting the document

Press the left arrow key until the Guide voice says 'start of text'. The cursor will now be at the start of the text 'Jack and Jill'. Press the F2 function key. Now use the right arrow key to move through the text. Each time the arrow key is pressed, Guide says the letter you have just moved over. Keep pressing until you move over the last L in the word Jill. Press the F2 key again and Guide will select the words 'Jack and Jill'.

To make the words bold, press CTRL + B. Hold down the CTRL key, then press and release the letter B, then release the CTRL key.

To underline the words, press CTRL + U.

To make the words align centrally on the page press CTRL + E.

There are many other ways of formatting, colouring, and aligning the text. Press the F1 Help Key, or the CTRL + F1 shortcut key for more details.

Press the right arrow key to move past the blank line created earlier, and get to the end of our current text. Guide will say 'end of text' when you are at the end.

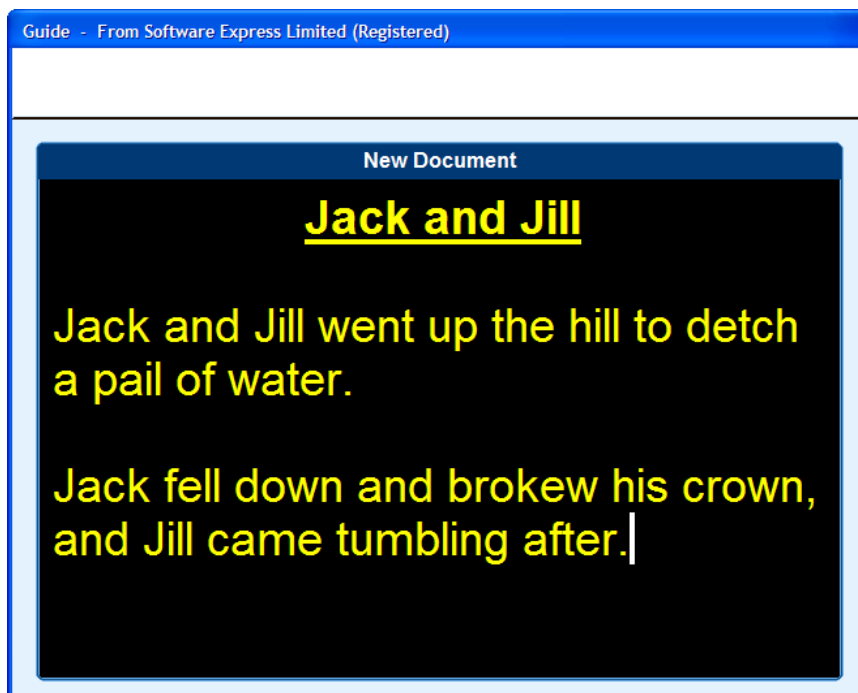
Type the following sentence exactly (Note: the word fetch is purposely spelled incorrectly):

Jack and Jill went up the hill to detch a pail of water.

Now, press the enter key twice to create another blank line. Type this next sentence exactly (Note: the word broke is purposely spelled incorrectly):

Jack fell down and brokew his crown, and Jill came tumbling after.

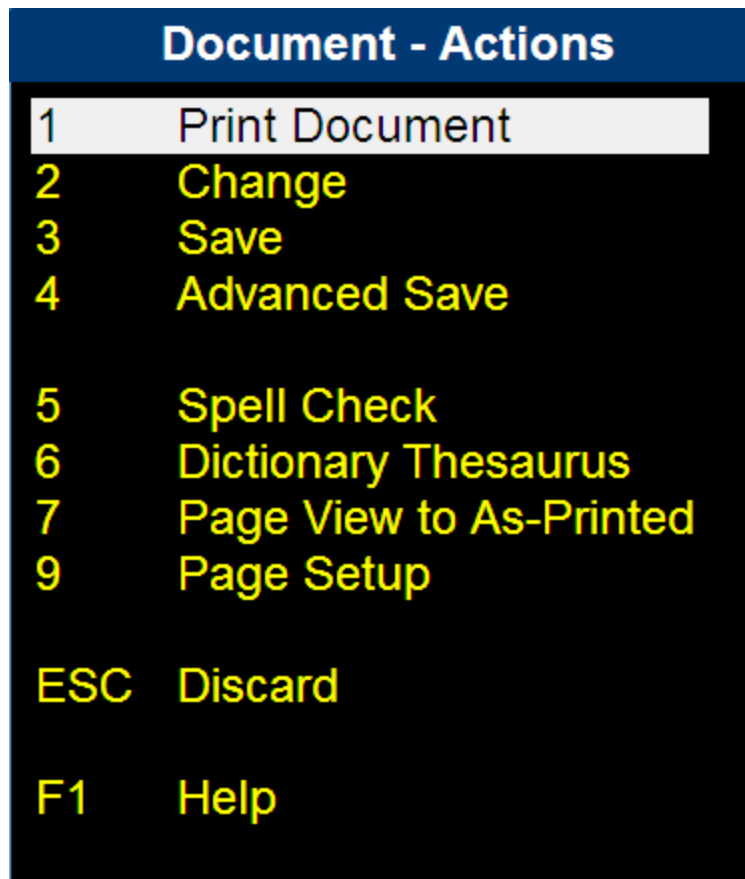
You will notice that when you press the space bar after typing a word that has a spelling mistake in it, Guide makes a quacking noise! This is to warn you that the last word typed may have a spelling mistake in it. See the Spell Checking section below for more details on spell checking the whole document.



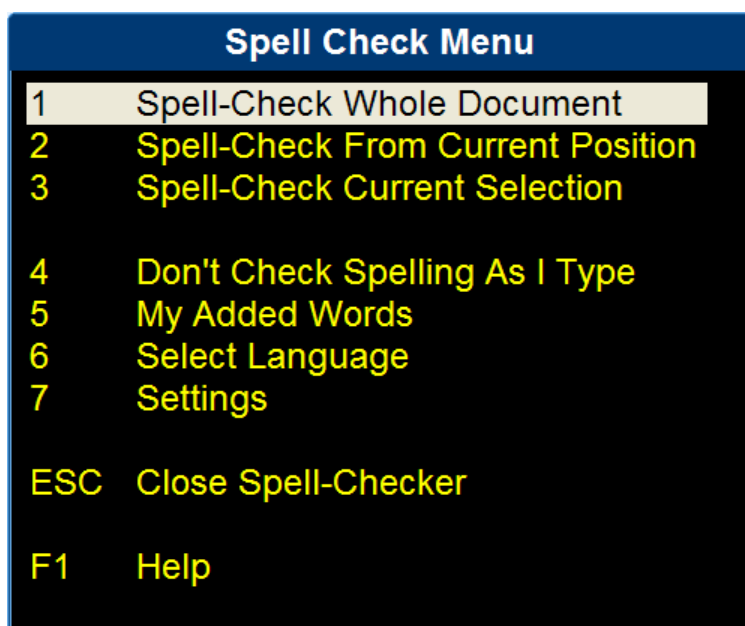
6.3 Spell checking the document

This function is useful to check that there are no spelling mistakes within your document. To begin this process, press the escape key

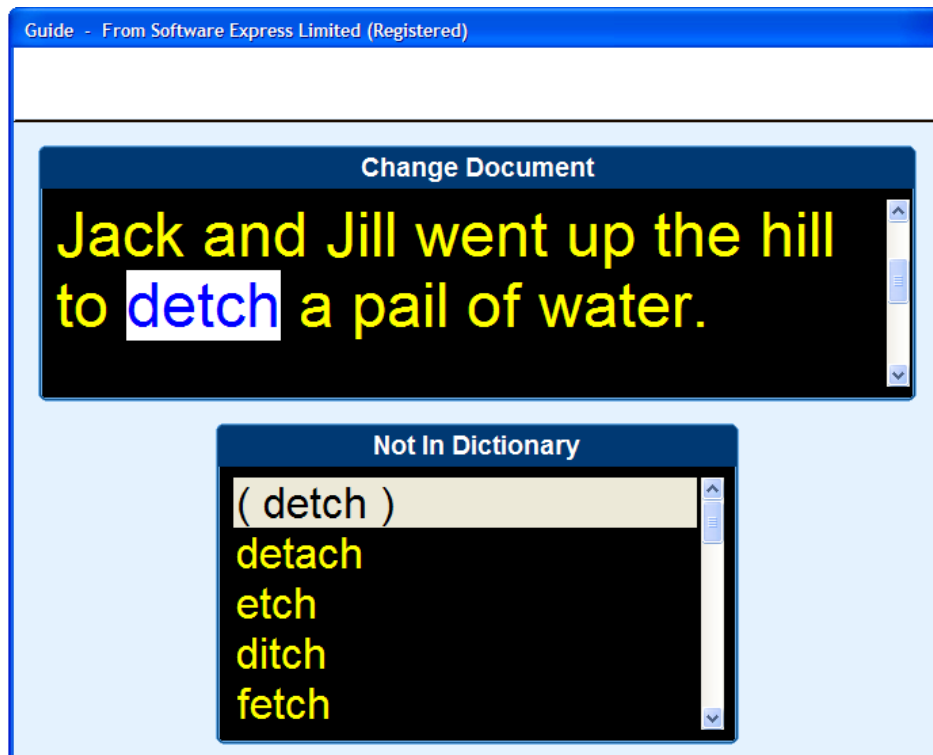
on your keyboard to tell Guide you have finished typing your document.



Select option 5 from the list of document actions for the Spell Checker. Then select option 1 to spell check the whole document.



The Spell Checker screen highlights the spelling mistake on the top half of the screen and gives a list of suggested corrections on the bottom half of the screen.



Use the up and down arrow keys to listen to the suggested corrections. The item at the top of the list is always the word that has the spelling mistake in it.

At the bottom of the list of suggestions are some more options to ignore the mistake, add it to the dictionary, delete the word or to manually type a correction.

In this example, press the down arrow key 4 times until you reach the word Fetch. Press the enter key. Guide automatically corrects the spelling mistake 'detch' to the word 'fetch', and then moves onto the next mistake.

Next, the Spell Checker will pick up the word 'brokew'. Press the down arrow key once to select the suggested word 'broke', then

press the enter key to continue. The spell check is now complete and all the corrections have been made. You will be returned to your document again. Next we will print the document.

Note: To quickly start the spell checker when you are writing a document or letter, just press the F7 function key.

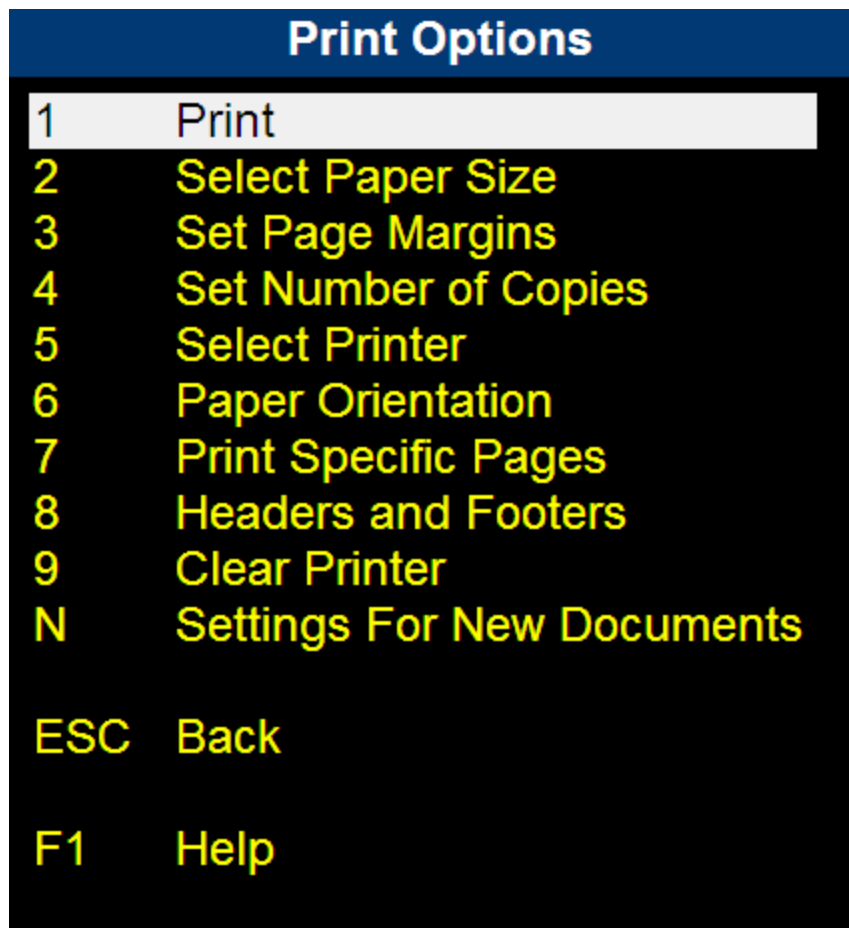
6.4 Printing the document

Press the escape key to tell Guide you have finished working on the document for the moment. From the Document Actions list, select option 1 to Print the Document.

Guide will now ask you to select a print size. Guide reduces or enlarges the size of the print on the paper according to your selection here. There are 6 options, ranging from small print size, the size of text in an average book, to largest print size, where individual letters are about two inches high. Use the up and down arrow keys to select option 2, for medium print size. Press the enter key to continue.

(For information, the actual print sizes are: small=size 12, medium=size 16, large=size 24, very large=size 36, extra large=size 48 and largest=size 72).

On the final Print Options screen, press the enter key on option 1 to continue. The default option of Print will be selected.



Shortly after selecting this option the page will be printed, and you will be returned to the Document Actions list again. Press the CTRL key to temporarily pause the voice from reading the whole menu again.

Although on screen the document may show as yellow text on a black background, when it is printed this is automatically converted to black text on a white page. However, if you specifically select a particular colour for some text, this text will remain as the selected colour, even when it is printed out.

We will now save the document, so we can carry on working on it another day.

6.5 Saving the document

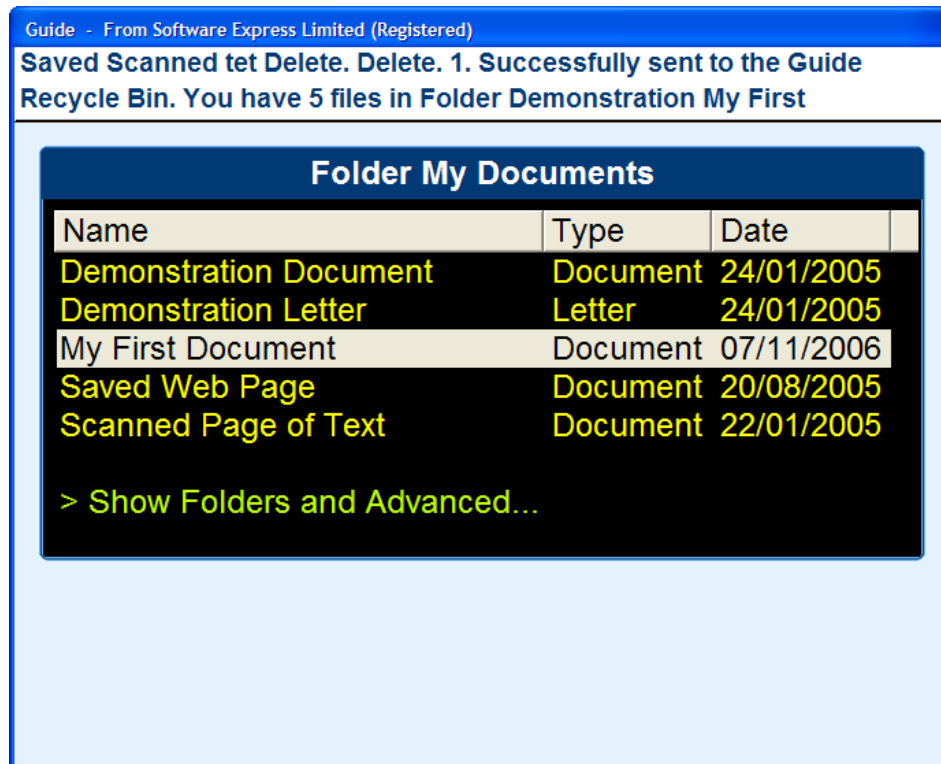
From the Document Actions list, select option 3 to save the document.

Guide will ask you to type in a name for this document. Type the words 'My First Document'. Guide will save this document into the My Documents folder, and will then return you to the Letter and Documents Menu.

See the section below for details on how to find this document again.

6.6 Finding the saved document again

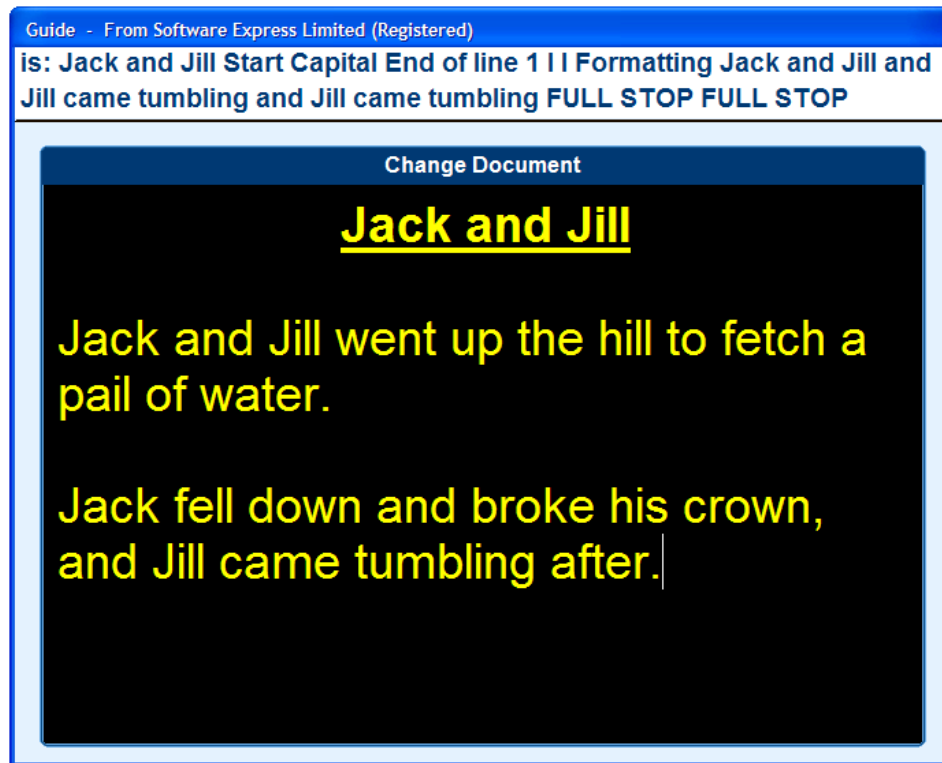
From the Letter and Document menu, select option 3 to find a saved letter or document.



A list of all documents and letters stored in the My Documents folder is displayed. Use the up and down arrow keys to find the document called 'My First Document'. Press the enter key to continue.

Tip: Press any letter on the keyboard to quickly jump to documents in the list, which have a name starting with that letter.

The saved document will then be displayed on-screen and the Guide voice will start reading it out.



Press the CTRL key to stop Guide reading out the text and the F8 key to start it reading again. You can also use the up and down arrow keys to move about the document. Other keys are also available; press the F1 Help Key, or the CTRL + F1 shortcut key for more information.

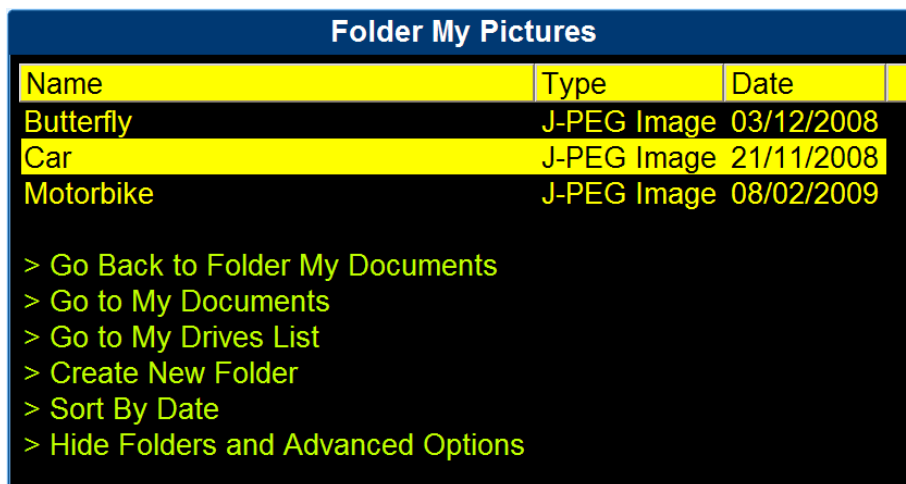
You can now make changes to this document or type more text into it.

6.7 More advanced documents

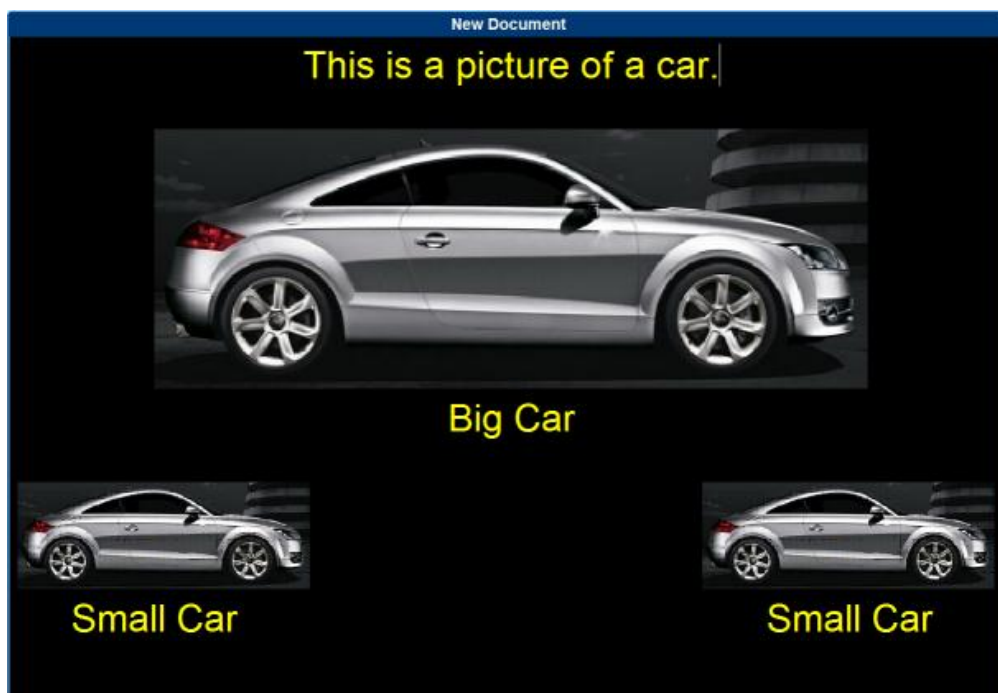
In addition to the above, Guide includes features that allow the creation of more advanced document.

6.7.1 Inserting Images

From within a Document, press CTRL + M. A list of images contained in your computers My Documents folder will display. If pictures are stored elsewhere, menu options are available to navigate to other locations.



Use the up and down arrow keys and select the image to Insert, then press the enter key.



Multiple images can be inserted. They are always inserted at the current position of the flashing cursor. When an image is highlighted

it can also be copied (CTRL + C), then pasted (CTRL + V) elsewhere in the document.

6.7.2 Selecting images and resizing

Use the left and right arrow keys to move about the page. When you move so that the cursor is just to the left or right of an image, Guide reads out the image width and height. If you use the right arrow key to move to the image, Guide will also automatically select the image for you. Guide will say that the image is selected.

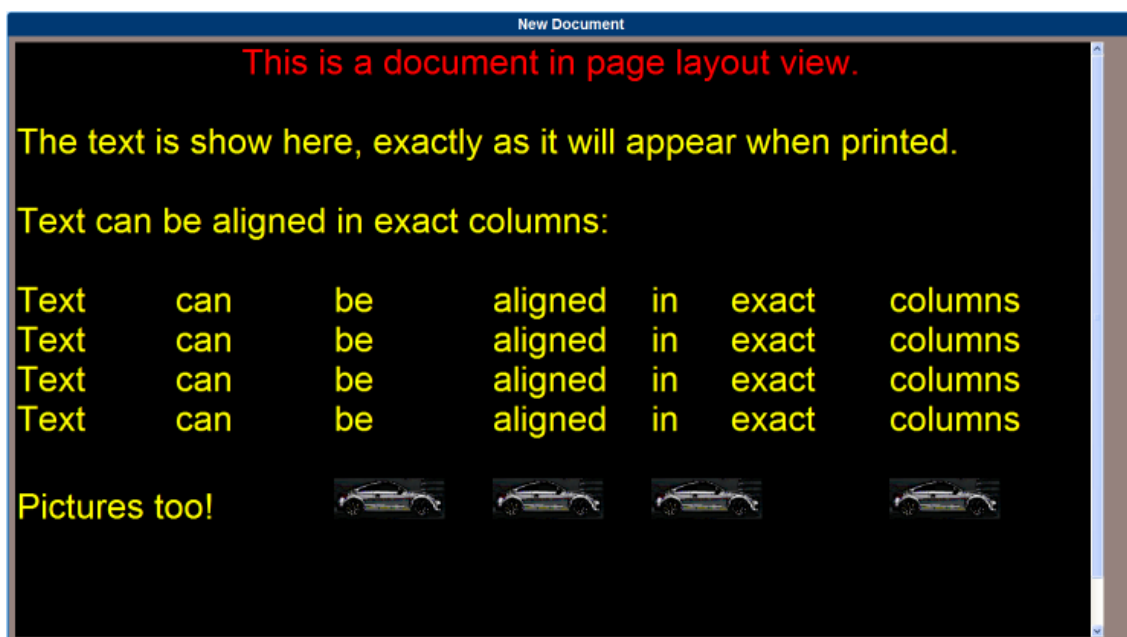
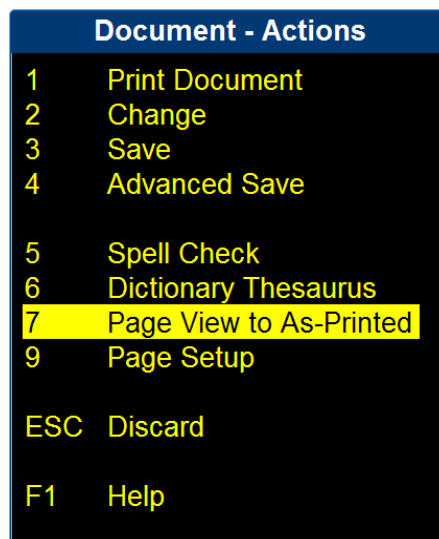
With a selected image, use the CTRL + S and CTRL + Shift + S, normally used the change font size, to increase and decrease the size of the image.

6.7.3 Page Layout View

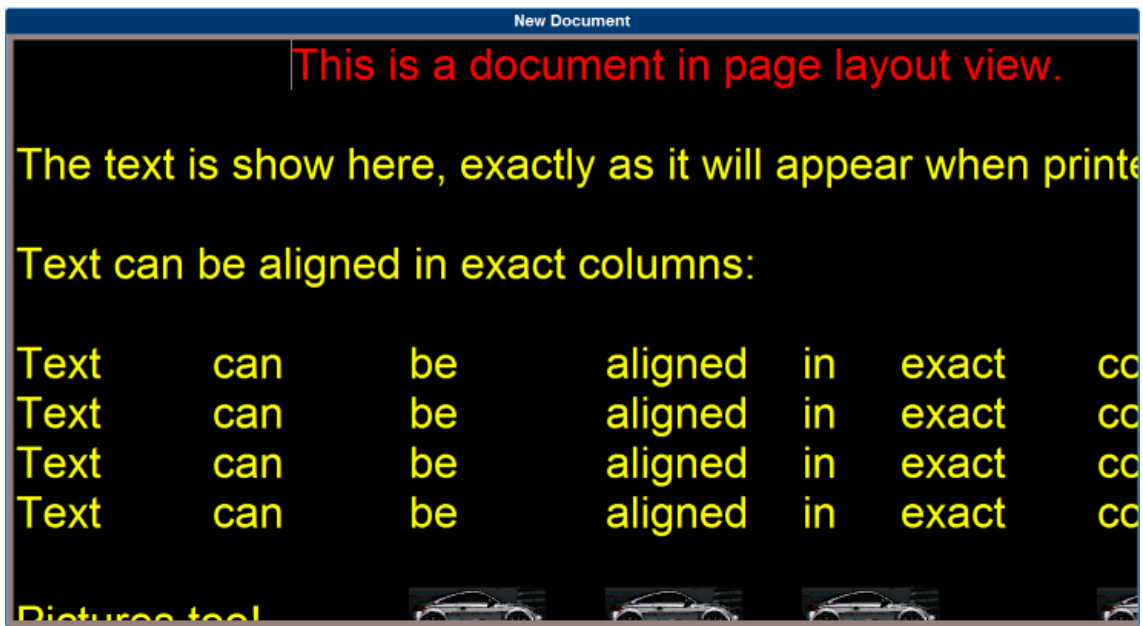
Guide's normal page view is designed to make moving about a page and finding text as easy as possible. All text wraps around and no text spills off to the left or right, out of view.

When creating more complex documents it is useful to see the page on screen exactly as it will appear when printed, so text can be laid out precisely.

On the document actions menu, select the 'Page View to As Printed' option.



The image above shows a page magnified so that the whole width of the page is visible.

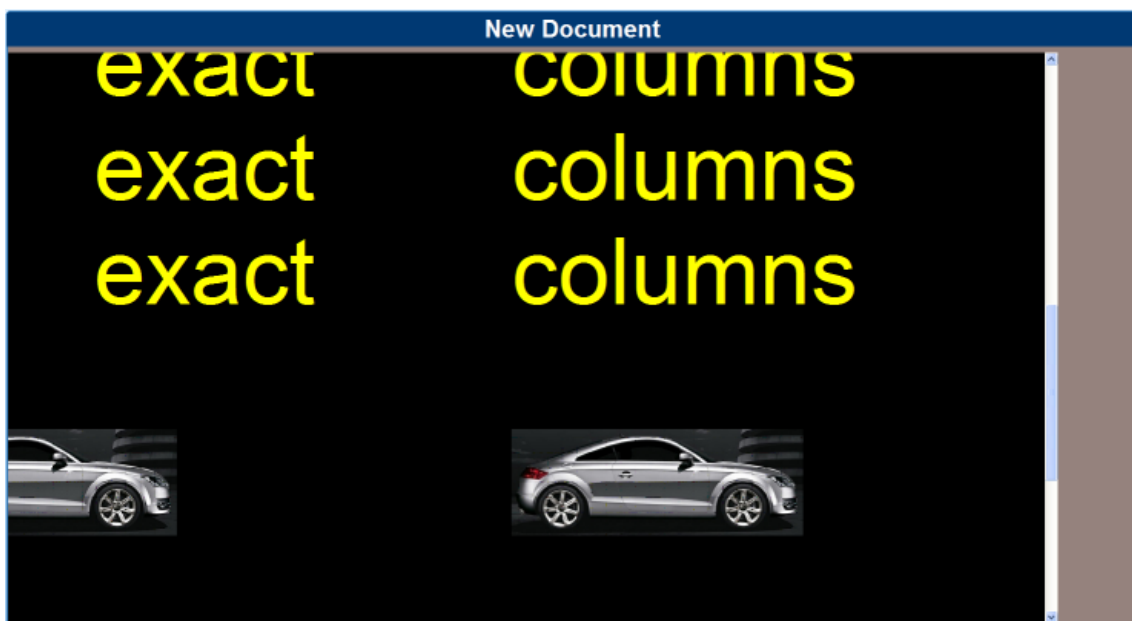


If magnification is increased, because we are using As-Printed page layout mode, some of the text goes out of view on the right hand side and the bottom. To pan around the page, use the following shortcut keys.

ALT + Left, ALT + Right

ALT + Up, ALT + Down

This last screen shows the above document at a much higher magnification. It has been panned over to the bottom, right corner.

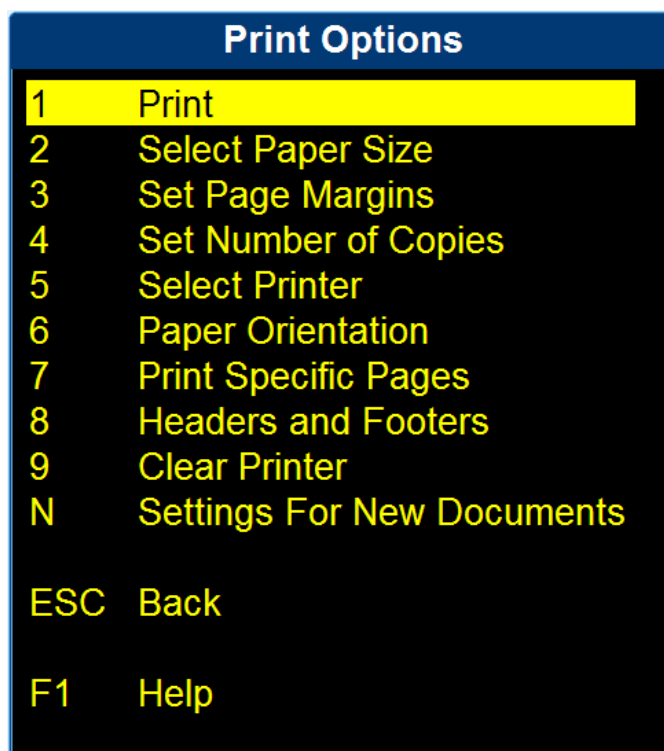


6.7.4 Moving to the start of a particular page

When viewing a document in As-Printed page layout mode, the CTRL + Page Up and CTRL + Page Down shortcuts take you to top of a particular page. If currently on page one somewhere, press CTRL + Page Down to go to the top of page 2. The cursor will be just before the very first character on page 2.

Note: Guide also announces the current page when you press the Home key to go to the start of the current line of text.

6.7.5 Print Options



The print options menu displays when you select Print Document or Page Setup from a previous menu.

Print. Select the print option when you are ready to send your letter or document to the printer. Guide will tell you when the letter or document has been sent to the printer. The time it takes to actually print your letter or document will depend of the speed of your

printer. After sending you letter or document to the printer, Guide returns to the letter and document actions list, where you can print you document again or save it, etc.

Select Paper Size. You will be given a list of the various paper sizes available for printing. The default setting is to print on A4 paper. Once you have selected a paper size, you will be returned to this menu page, where you can set more options or choose to print.

Set Page Margins. The page margins are the blank areas on a page between the printed text and the edges of the page. The size of this blank area on each side of the paper is measured in centimetres and can be altered with this option. The default setting is 2.5cm for each margin.

Set Number of Copies. You will be asked to choose the number of copies of your letter or document you wish to print. The default setting is to print one copy. Once selected, you will be returned to this menu page again.

Select Printer. If you have more than one printer connected to your computer or have access to more than one printer through a computer network, use this option to select the printer you wish to use.

Paper Orientation. Use this option to change the orientation of your letter or document on the page. The available options are portrait or landscape.

Print Specific Pages. This options allows you to print or re-print selected pages. Guide will ask you for the page numbers or page ranges you wish to print. You can type in things like 1-9 or 1,3,5,15.

Headers and Footers. After selecting this option Guide will ask you to type in any text that you wish to appear at the top and bottom of every printed page. Headers and footers can be formatted in the normal way to be left aligned, right aligned, bold, etc. The special text <page> and <pages> can be used to tell Guide where to actually print the page number and number of pages. Press F1 again when typing in header or footer text for more details about how to insert page numbers, etc.

Clear Printer. You may have sent printing jobs to the printer, and the printer is not responding, for example because it has run out of paper or ink. This will have formed a print queue on your computer. Your computer will wait until the printer is available again, then print all the waiting documents. This is still true even if you turn your computer off! Use the clear printer option to clear all these waiting print jobs in the queue.

Settings for New Documents. Use this option to make your current print options the normal options for any new documents. The options this affects are: page margins, orientation, paper size and the page view setting.

If you do not wish to change any of the default settings, then just select option number 1 to print straight away.

6.8 Open PDF Document

Use this option to read and view PDF documents which are saved on your computer's hard drive or external storage device. Once you have selected the appropriate file to read or view, Guide will display the document on screen and begin reading it out aloud. You can select between the 3 modes using the F5 key or CTRL + M to either read the document line by line, paragraph at a time or magnification only. The default mode is line by line mode.

6.8.1 Line by Line Mode

In Line by Line mode the document will be displayed on screen and Guide will read through the available text one line at a time. Use the up and down arrow keys to read the previous or next line and the F8 key to automatically read the whole document.

Demonstration Adobe PDF Document

This document is a PDF document, which stands for Portable Document Format document. Just about every computer in the world can open PDF documents.

However, their accessibility with screen readers is not always guaranteed! You'll be glad to hear that Guide can extract the text from most PDF documents.

If you need any help with converting or opening documents, please call technical support on 0845 225 5005, or email us on Support@SoftwareExpress.co.uk.

End of Document.

6.8.2 Paragraph Mode

In Paragraph mode the document will be displayed on screen and Guide will read through the available text one paragraph at a time, this is especially useful to hear the document spoken more naturally. Use the up and down arrow keys to read the previous or next paragraph and the F8 key to automatically read the whole document.

Demonstration Adobe PDF Document

This document is a PDF document, which stands for Portable Document Format document. Just about every computer in the world can open PDF documents.

However, their accessibility with screen readers is not always guaranteed! You'll be glad to hear that Guide can extract the text from most PDF documents.

If you need any help with converting or opening documents, please call technical support on 0845 225 5005, or email us on Support@SoftwareExpress.co.uk.

End of Document.

6.8.3 Magnify Only Mode

In Magnify Only mode use the F12 key to increase magnification and CTRL + F12 to decrease magnification. Once the image gets so large that it no longer fits within the screen, you can use the arrow keys to pan around.

Adobe PDF Document

Adobe Acrobat Reader, which stands for Portable Document Format Reader, is the only software in the world that can open PDF documents.

Adobe Acrobat Reader is not always guaranteed!
You can extract the text from most PDF documents.

For more information on opening documents, please call technical support.

A full list of all the key commands can be found using the F1 Help Key when using the PDF reader. A summary of commands is given below:

Shortcut Key	Definition
F5 or CTRL + M	Toggle between Line by Line Mode, Paragraph Mode or Magnify Mode
Arrow keys (Line/Paragraph mode)	Move to next line or next paragraph

Arrow keys (Magnification only mode)	Pan document
Page Up	Moves back one page
Page Down	Moves forward one page
Home	Moves to the beginning of a document
End	Moves to the last page of a document
F8	Read whole document from current position
CTRL	Temporarily stop reading
Escape	Close PDF document and return to Letter and Document menu
CTRL + P	Print PDF document
CTRL + F	Find a word in the PDF document
CTRL + G	Find the next occurrence of the searched for word

7. Introduction to using the Internet

If you are new to using the Internet, this is a quick introduction to give you an overview of how the Internet works.

The Internet is like a massive library, with an unimaginably large amount of information available to access. To help users of the Internet access this information, search engines have been developed to order the information and present it to the user, just like a librarian would. Examples of search engines include companies like Google, Yahoo and Ask Jeeves.

In order to get the most out of the Internet, the user needs to learn how to search through the information that is presented to them, and get to know which websites are good sources of information and which are not. This takes practice and a bit of exploration!

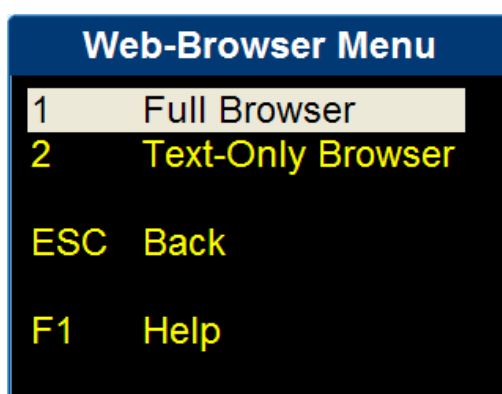
In addition, for the blind or visually impaired user, not all websites have been written in a way that makes them fully accessible. Guide goes some way to redressing this balance, but unfortunately it is not possible to overcome some of the problems inherent in inaccessible websites.

Once you have found the website you wish to look at, the Web Browser enables you to move around this web page and explore its content.

8. An Introduction to the Full Guide Web Browser

8.1 Starting the Web Browser

From the Main Menu, select option 3. The Web Browser Menu will be displayed.



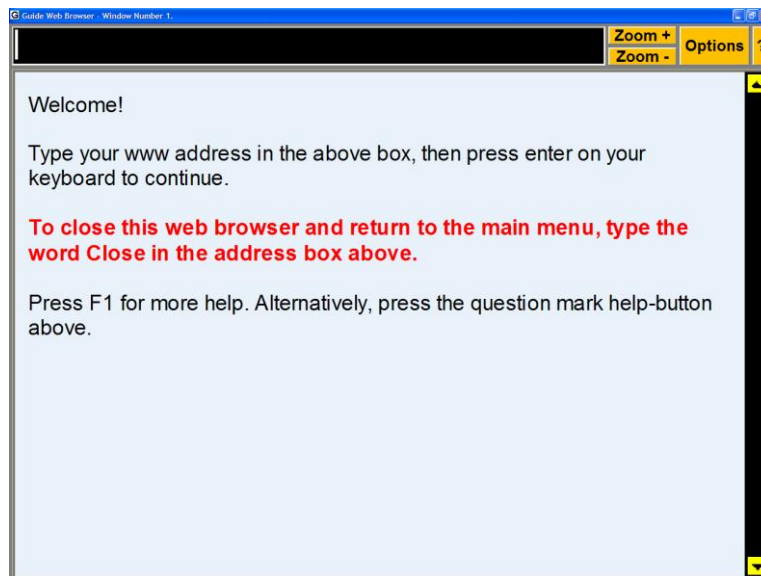
Guide includes two web browsers: a full web browser and a text-only web browser. We recommend you use the full browser. The text-only browser is a simpler browser, which may be easier for some users who are new to the Web.

The following examples demonstrate how to use the full web browser with some demonstration web pages on the Dolphin Guide website.

On the Web Browser Menu select option 1 for the Full Browser.

8.2 Typing in a web address

When the Web Browser opens, the cursor will be in the address box at the top of the screen, ready for you to type something in. To magnify this screen, use the F12 and the CTRL + F12 function keys in the normal way.



Type the following website address into the address box, then press the enter key to continue:

www.dolphinguide.com/guidedemo

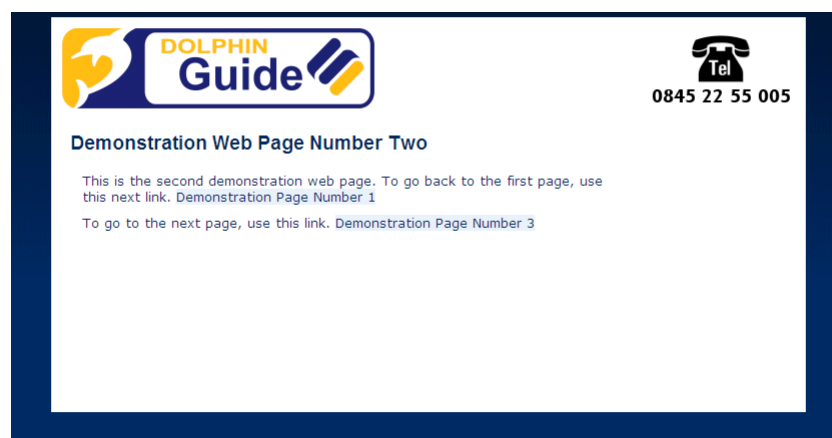
After a short pause, the first of three demonstration web pages will be shown:-



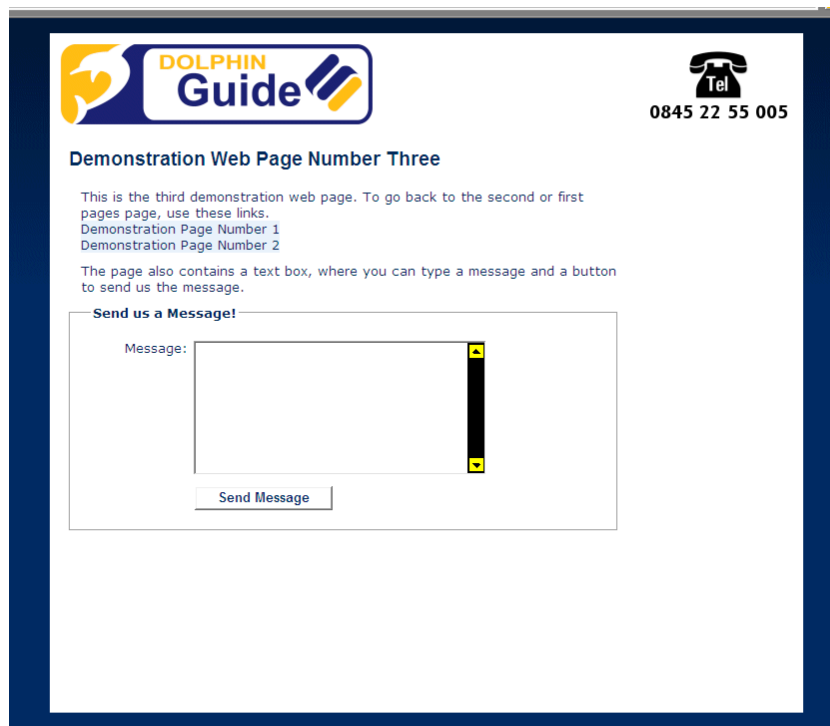
When the first page is displayed, Guide will read out the page title, then will proceed to automatically read out the rest of the page. As Guide reads out the text on the page, each piece of text will be highlighted.

Do not press any keys and let Guide read out all the text on the page. When Guide has finished reading, the voice will stop.

The cursor will now be at the bottom of the page, so the left arrow key can be used to move backwards through the text. Press the left arrow key about 6 times, until you reach the link that says “Demonstration Page 2”. The Guide voice will say the word “link” after saying “Demonstration Page 2”, to indicate that this piece of text links to another page. Press the enter key on the keyboard to follow this link to the second demonstration page.



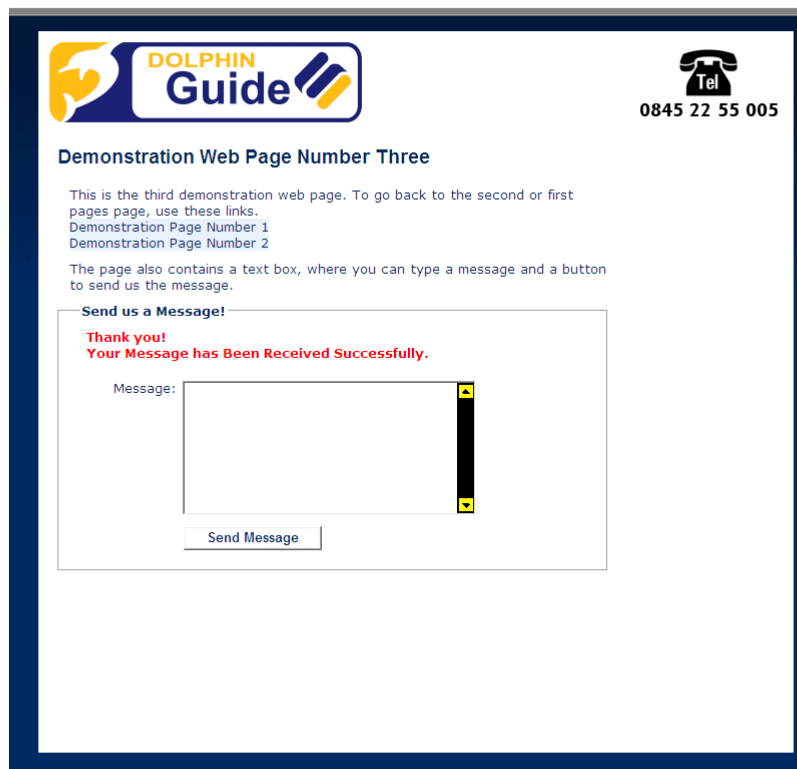
The second page will again read out automatically. Stop the reading by pressing the CTRL key on the keyboard. Now use the left and right arrow keys to explore the page, and find the link which is called Demonstration Page Number 3. When you have found this link, press the enter key to follow it to the third and final demonstration page.



When the third page is shown, Guide will automatically read it out. Use the left and right arrow keys to explore the page. As soon as either the left or right arrow keys are pressed, Guide will stop the automatic reading and just read out the piece of text you have moved to.

The third page allows you to type in a message and press a button to send it to us.

Use the left and right arrow keys to move about the page until the Guide voice says "Text Box". This indicates that the cursor is on the text box. Now type in a short message into the text box. When you have finished, press the right arrow key to move out of the text box and onto the Send Message button. Press the enter key on the keyboard to select this button and send your message.



After pressing the button, the third demonstration page will be displayed again, and an additional piece of text will appear just above the text box, saying that the message has been sent successfully.

8.3 Moving between the address box and the Web page

Press the escape key to move the cursor back and forward between the address box at the top of the screen, and the actual web page below. After the escape key has been pressed, Guide will tell you where the cursor is now located.

If the cursor is in the address box, you can then type a website address, command or search words. If the cursor is on the web page, you can read and move about the page by using the arrow keys.

8.4 Typing a command into the address box

As well as typing www website addresses, you can also type commands into the address box at the top of the screen. For example, you can type the word **print**, and then press the enter key to instruct Guide to print the page. A full list of commands can be found in the web browser Help Page, by pressing the F1 Help Key. A summary of commands is given below:

- Type the word **Help** to show the Help Page.
- Type the word **Back** to go back to the web page you were previously looking at.
- Type the word **Forward** after going back to a previous page, and this command will take you forward again.
- Type the word **Zoom**, followed by a number between 1 and 99 and this will alter the zoom / magnification of the page.
- Type the word **Favourites** or **FAVS** to show your list of favourite web pages.
- Type the words **ADD FAVS** to add the current page to your list of favourite web pages.
- Type the word **Hist** or **History** to show of your most recently viewed web pages.
- Type the word **Links** to show a list of links on this web page.
- Type the word **Print** to print the current page.
- Type the word **Close** to close the current browser window. (If only one window is open, does the same as quit).
- Type the word **Quit** to close the web browser and return to the Guide Main Menu.

8.5 Quickly exploring a webpage

To quickly explore a webpage and get an overview of its content, use the following keys:-

L: Press the letter L to explore just the links on a page. As soon as you press L, Guide will jump to the next link on the page.

N: Press the letter N to explore just the text on a page, ie anything that is not a link. After pressing the letter N, Guide jumps to the next piece of text on the page.

H: Press the letter H to explore the headings on the page. After pressing the letter H, Guide will jump to the next heading on the page.

Note: Not all webpage have links, text and headings! To jump to the previous link, text or heading, hold down the CTRL key on the keyboard, when pressing L, N or H.

8.6 Closing the Web Browser

Type the word CLOSE or EXIT into the address box. The Web Browser will then close and you will be returned to the Main Menu. If you are using a computer mouse with Guide, you can close the Web Browser by clicking the red cross in the top right hand corner of the screen.

8.7 Searching the Web

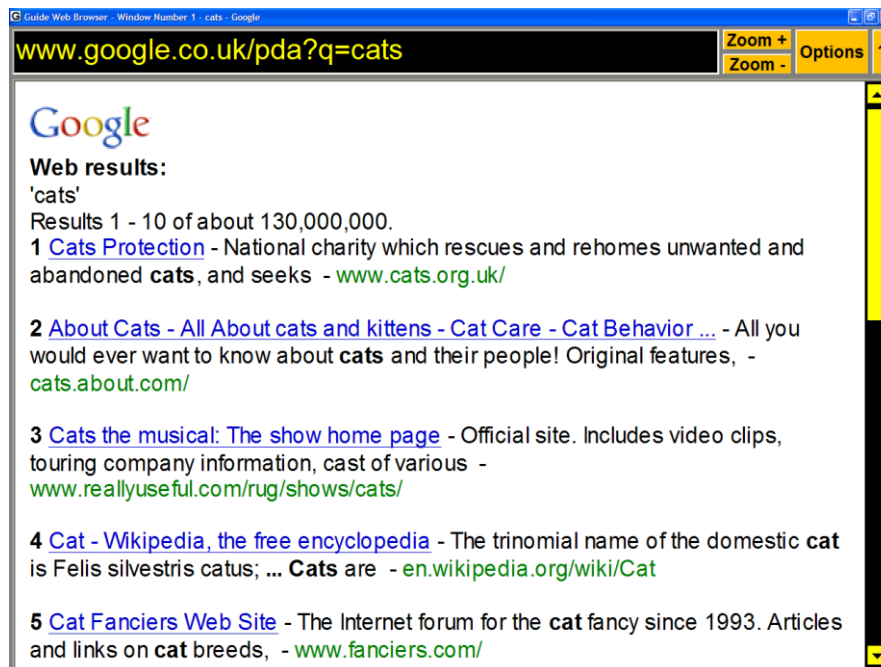
To search the Web for a particular page of interest, simply type your search words into the address box at the top of the screen.

Anything typed into the address box, which is not a www web

address or a command, will be interpreted as something to search for.

In the following example, we'll use Guide to search the web for pages about cats.

Press the escape key to move the cursor into the address box at the top of the screen. Now type the word 'cats' and press the enter key. Guide will show a special web page that lists out all the pages on the Internet that match the word 'cats'.



There will be millions of pages that contain the word 'cats'. The results page will just show the top 10 most popular pages. A link on the page will allow you to view extra pages of results.

Use the left and right arrow keys to explore the page of results. Each result starts with a number and is followed by a title, which links to the actual page. Following the title, there is a brief description of the page content.

Note: Even on subsequent pages of results, the results are numbered from 1 to 10. Towards the top of the page is information about which set of results you are looking at.

When you have found the search result that is of interest, press the enter key on the link to go to the actual web page.

When you have been transferred to the web page of interest, you can quickly go back to the search results page, by pressing the backspace key on your keyboard.

If you want to use a specific search engine eg. Google, Ask Jeeves, Yahoo, etc and not the Guide default one, just type the web address for the search engine and use it in the normal way.

8.8 Favourite Websites, history and other options

To add the page you are currently viewing to your list of favourite websites, type the word ADD FAVS into the address box.

To view a list of all your favourite websites, type the word FAVS or FAVOURITES into the address box.

To view a list of the pages you have recently visited, type the word HIST or HISTORY into the address box.

Favourites, history and other features are also available by typing the command OPTIONS into the address box at the top of the screen. This shows the Options Menu, where a particular option can be selected, including options to show a list of links on the page or show your favourite websites list.

8.9 Changing magnification

Press F12 on your keyboard to increase magnification.



Press CTRL+F12 on your keyboard to decrease magnification.



8.10 Automatic webpage reading

As soon as a page is displayed within the browser, the Guide voice starts to read it out. Press the CTRL key on your keyboard to pause the reading and the F8 key for it to continue.

Use the arrow keys to move about the page, then press the F8 key for Guide to automatically read on from that point.

To turn automatic reading off, type the command OPTIONS in the address box, then change the Auto Read setting to off.

8.11 Text-only page view

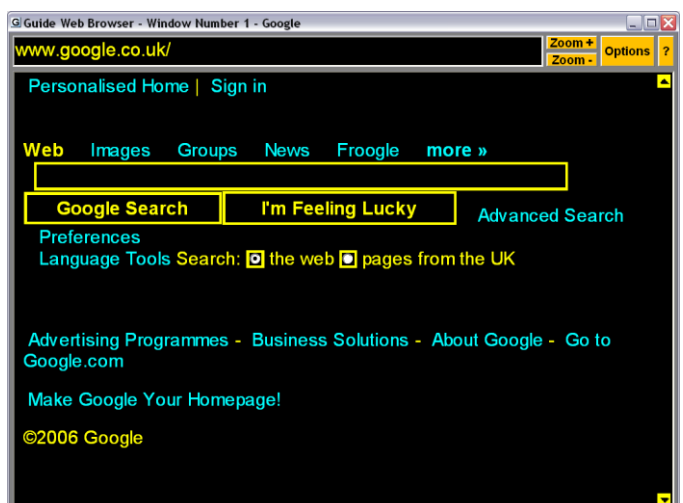
The factory setting for Guide is to show all web pages in the standard view, with full colours and images. Sometimes it may make it easier to read a page, if it is converted to a simpler text-only format.

To change how a page is displayed, use the two keyboard shortcuts below:

CTRL+T Switches between displaying the page in standard view and displaying the page in a text-only view.

CTRL+i Switches between displaying and hiding images on the page.

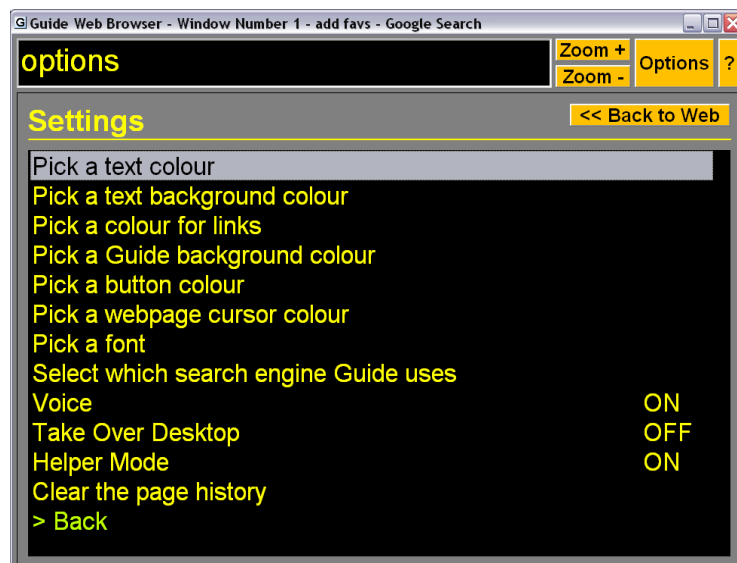
The screen shots below show the same page in standard and text-only view:



8.12 Customising the Web Browser

Use the escape key to move the cursor to the address box at the top of the screen, then type the word OPTIONS. Use the up and

down arrow keys to select “Change Colours and Settings” from the list.



Use the up and down arrow keys to select the setting you wish to change, then press the enter key to continue. Press the escape key at any stage to close the settings screen and return to the web page and address box. The Guide voice will speak out each option you select or change. This screen can be magnified by pressing the F12 key, as mentioned above.

8.13 Web Browser – help and further information

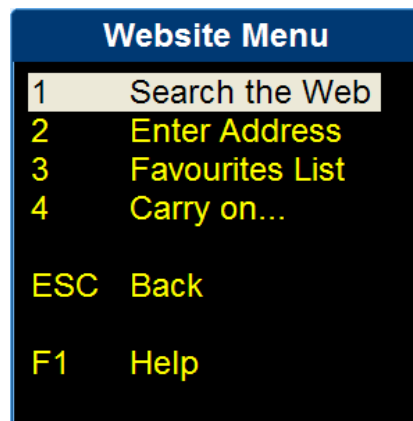
Press the F1 key or type the command HELP into the address box to display the Help Page for the Web Browser. The Help Page is just another web page, which can be explored using the arrow keys, or by pressing F8 so that the Guide voice will automatically read it out.

The Help Page contains further information about the Web Browser, and also has a full list of keyboard shortcuts and commands.

To print the Help Page, press CTRL-P.

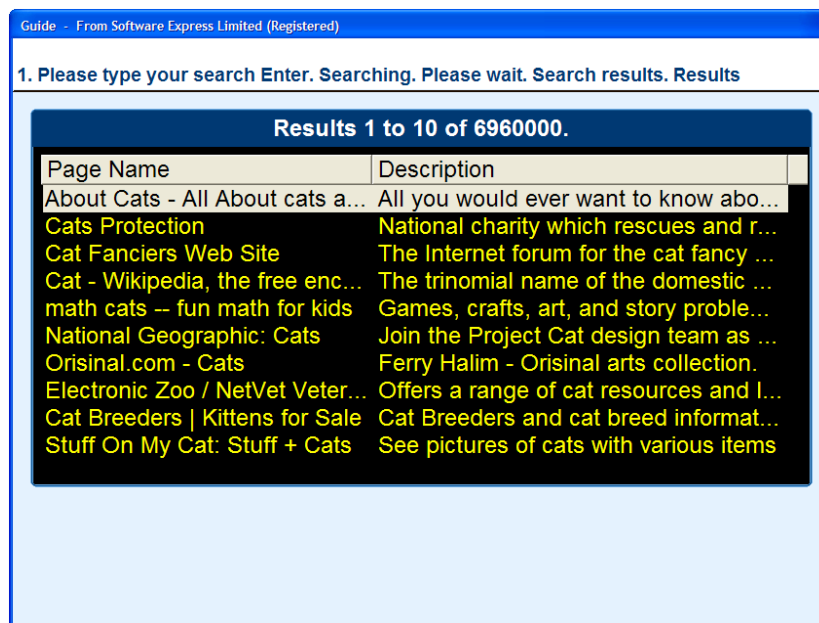
9. An Introduction to the Guide Text-Only Web Browser

From the Web Browser Menu, select option 2 for the text-only browser. The Website Menu will be displayed.



9.1 Searching the Web

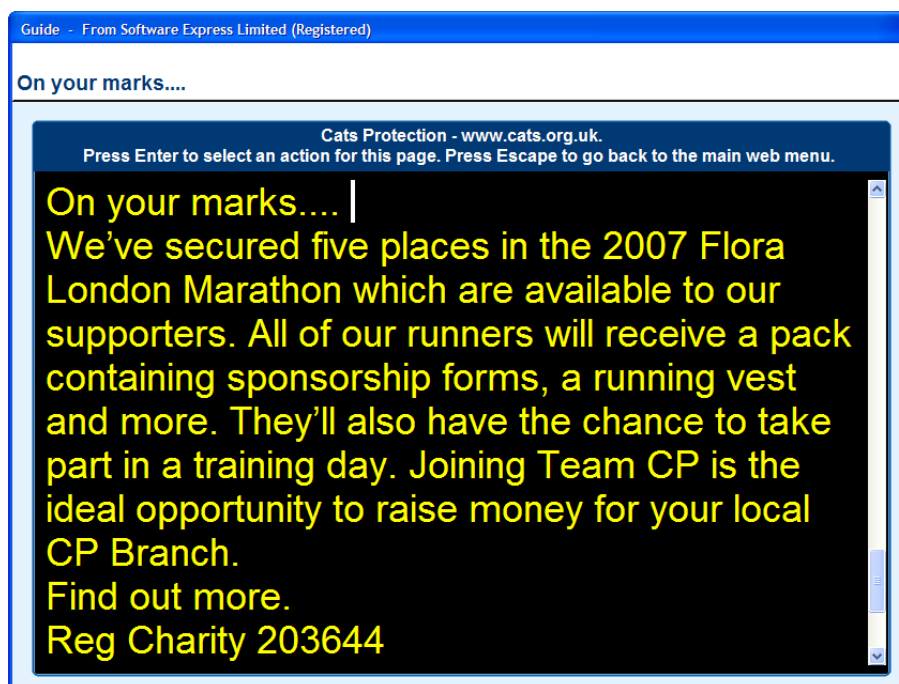
Select option 1 to search the web for particular pages. Guide will ask you to type in the word or words you are searching for. After typing these search words, press the enter key to continue.



After a short pause Guide will display a list of the top ten most popular pages that match your search words. Use the up and down arrow keys to explore the ten search results. As you move up and down the results, Guide will read out a summary for each.

To move to the second, and further, pages of ten results, press the page down key on your keyboard. To go back to a previous page of results, press the page up key.

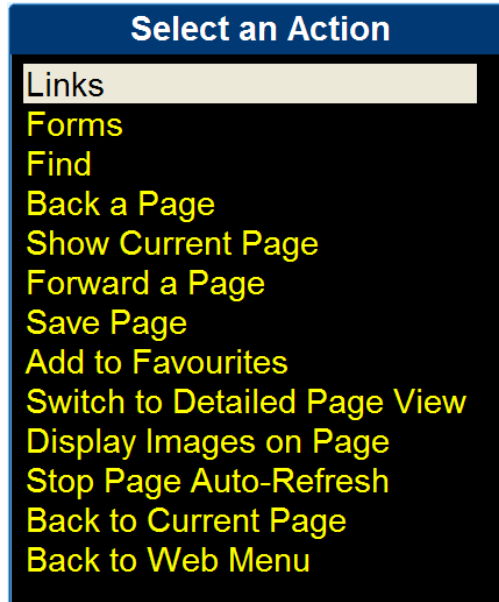
When you have selected the result of interest, press the enter key. After a short pause, Guide will display a text-only version of the web page.



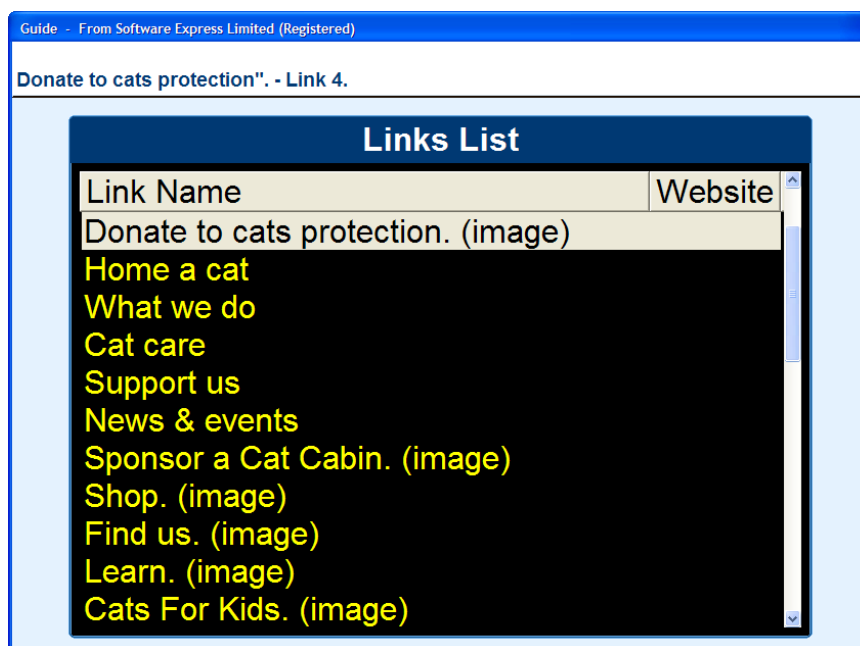
To move about the text, use the same keys that are normally used when dealing with text in a document or letter. Use the F12 key and CTRL + F12 keys to change magnification, the CTRL key to stop Guide reading the page, F8 to start reading from your current position and the up and down arrow keys to move up and down the page. There are more keys available. See the list of function keys for more details, by pressing CTRL + F1.

9.2 Following a link on the page

To follow a link on the page, press the enter key to show a list of actions.



Select the Links option at the top of the list. Guide will show a list of all links on the page.



Use the up and down arrow keys to select a link, then press the enter key to go to the page that this link relates to.

When reading this new page, press the backspace key to quickly go back to the previous page.

9.3 Typing in a website address

From the Website Menu, select option 2, then type in your www website address. An example website address is `www.DolphinGuide.com`

Website addresses are not case sensitive, so they can be typed in lowercase.

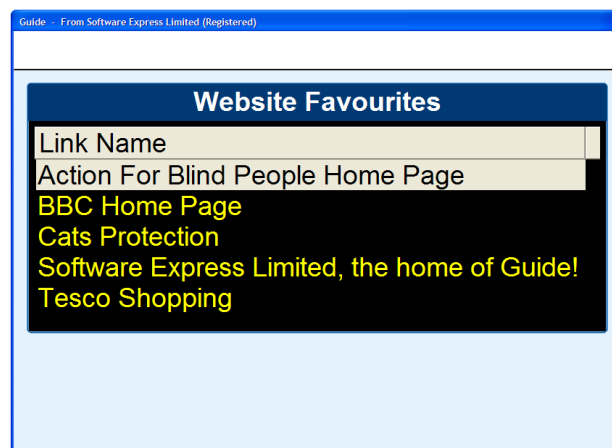
9.4 Favourite Websites

Adding a page to your Website Favourites list

When you are reading a webpage and want to add it to your Website Favourites list, press the enter key, then select the Add to Favourites option from the Actions list. The page will be added, then you will be automatically returned to the webpage.

Going to one of your favourite websites

From the Website Menu, select option 3. A list of your favourite websites will be displayed.



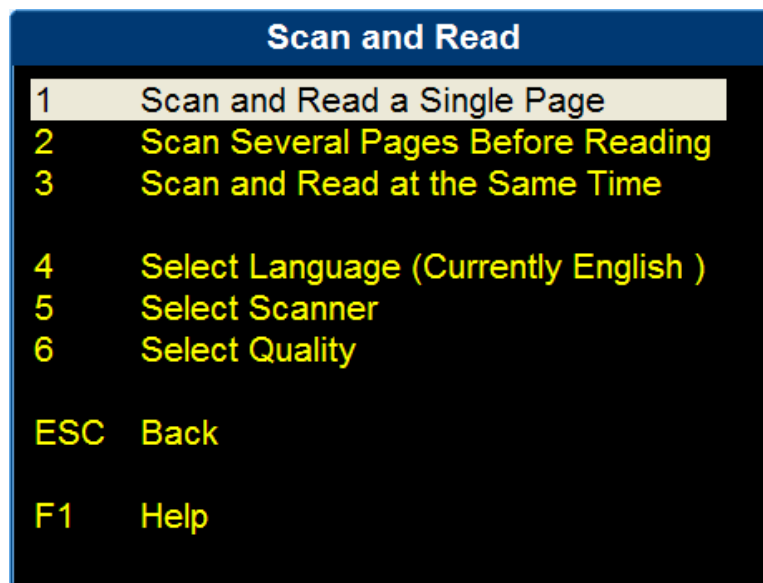
Use the up and down arrow keys to select a website, then press the enter key to display the web page.

10. Scanning and Reading Books, Magazines or your Post

10.1 The Scan and Read Menu

The scan and read function of Guide effectively converts your computer into a reading machine. This enables you to scan books, documents, letters etc into your computer using a scanner, and then Guide will read out the text for you.

From the Main Menu, select option 4 for the Scan and Read Menu.



To use the scan and read features, you will need a scanner connected to your computer.

There are three modes of scanning available:

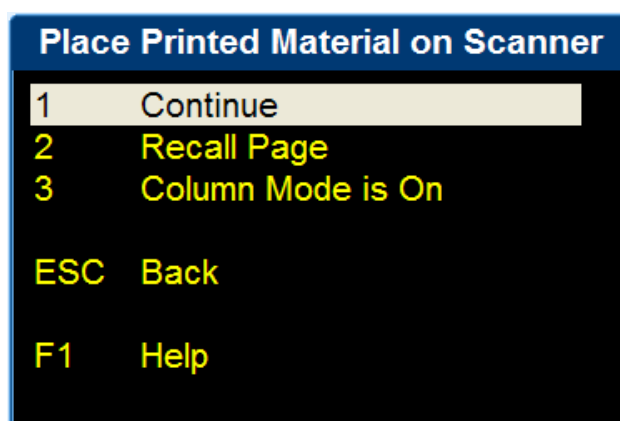
- 1) Scan and read a single page. This mode takes a single page from the scanner and displays it on screen. It can be spoken by the Guide voice and magnified.

- 2) Scan and read several pages. This mode allows you to scan in several pages, one after the other, then allows you to read out all the pages by flicking between them.
- 3) Scan and read at the same time. This is the same as the first mode, but allows the text to be read out at the same time as the next page is scanned in. Subsequent pages are automatically added to the bottom of the current text.

The following example demonstrates scanning and reading a page from a book:

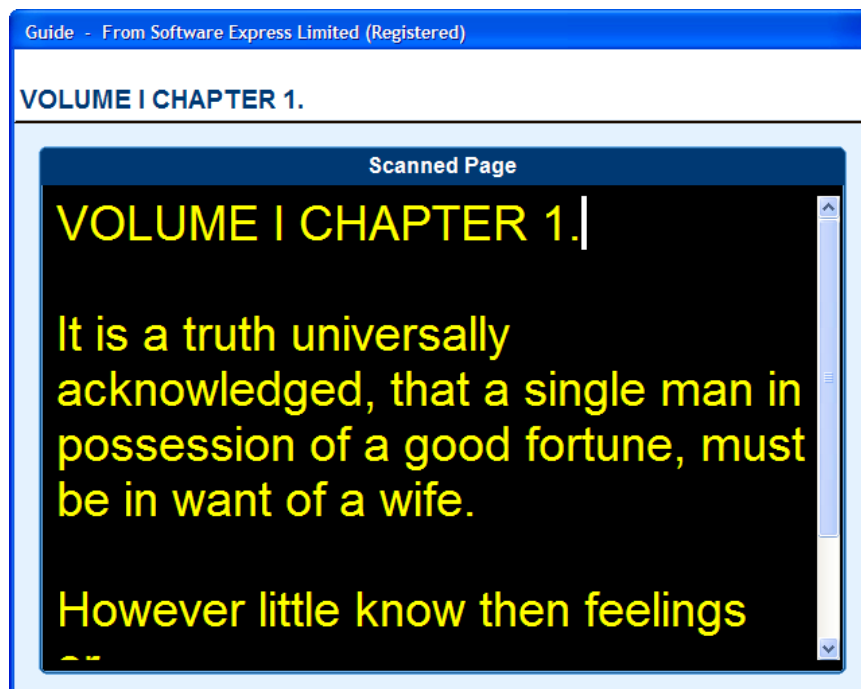
10.2 Scanning and reading a book

From the Main Menu, select option 4. From the Scan and Read Menu, select option 1, to scan and read a single page.



Open a book and place it face down on the glass plate of the scanner, so that both pages are pressing against the glass plate. The book may need to be pushed down slightly, to ensure that the writing near the fold of the book is as close to the glass plate as possible. Position the book roughly straight on the scanner; it does not need to be perfect.

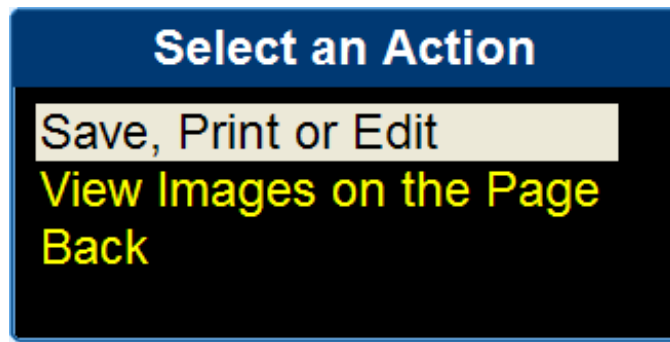
Now select option 1 to continue (or just press the enter key). The scanning process will take about 15 seconds.



As soon as the scanning process is complete, the text will be shown on screen and the Guide voice will start reading out the pages. Both pages of the book will be displayed, one directly under the other.

To pause the voice, press the CTRL key on your keyboard. To start reading again, press the enter key. Use the four arrow keys to move around the page. Other keys are also available, which allow the page to be read word by word, sentence by sentence or even read a word phonetically. Press CTRL + F1 for a full list of function keys. To increase magnification of the text, press the F12 key. To decrease magnification, press CTRL + F12.

When you have finished reading the page, press the escape key, then select an action from the menu. If you do not want to select an action, just press the escape key again to return to the menu, ready to scan another page.



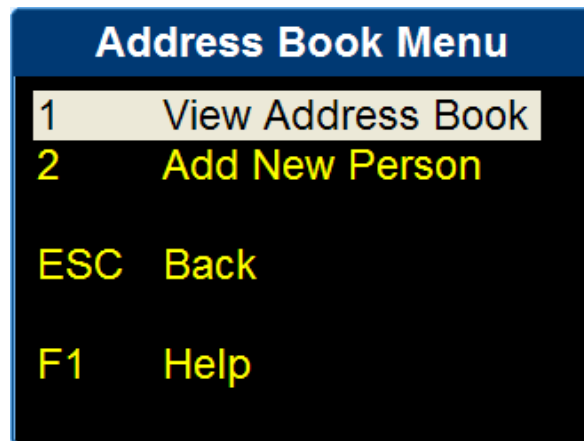
Use the Select an Action menu to print, save or edit the document, or to view and magnify any images or diagrams that might be on the page. To view images on a page, go to page 96 of this booklet for details about the Image and Handwriting Magnifier.

11. The Address Book

The Address Book is your central store for names, addresses, telephone numbers and email addresses. It can be used to quickly search for a telephone number or address, to dial a telephone number, or it can be used when writing an email or letter to automatically insert an address.

11.1 Adding a new contact to your Address Book

From the Main Menu, select option number 5. The Address Book Menu will be displayed.



In the following example we will add a fictitious person to our Address Book.

Select option 2, on the Address Book Menu, to add a new contact. Guide will then ask you to type in the person's title, first name, last name, the first line of their address, the second line of their address, etc, etc.

For the title, type in Mr, then press the enter key to continue. For the First Name, type in Bob, then press the enter key to continue.

For the Last Name, type in Smith, then press the enter key to continue.

For the company name, don't type anything, just press the enter key to continue.

For the first line of the address, type in 15 Long Road, then press the enter key to continue.

For the second line of the address, type in Big Town, then press the enter key to continue.

For the third line of the address, type in London, then press the enter key to continue.

For the fourth line of the address, don't type anything, just press the enter key to continue.

For the postcode, type in ABC 123, then press the enter key to continue.

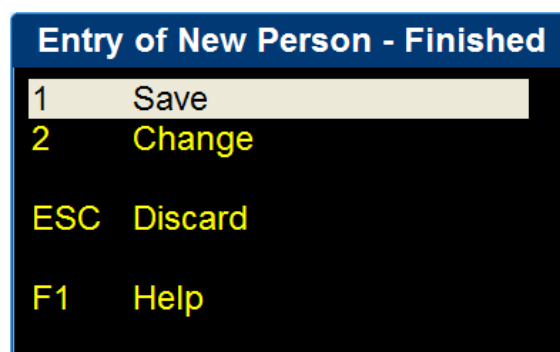
For the postal country, don't type anything, just press the enter key to continue.

For the email address, type in guide.info@yourdolphin.com, then press the enter key to continue.

For their telephone number, type in 01905 754 765, then press the enter key to continue.

For the notes, don't type anything, just press the enter key to continue.

All the information for this person has now been inputted, and a menu will be displayed asking if you want to save or discard this new entry.



To save the details you have just typed in, select option 1. To go back and make any changes, before saving, select option 2. If you press the escape key, the details for this new person will be discarded.

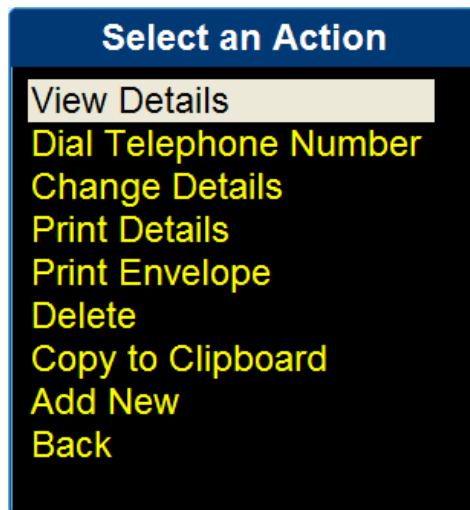
In this example, select option 1. The details you typed in will be saved, and the Address Book entry will be displayed. Guide will tell you how many people are now in your Address Book, and will proceed to read out the details of the currently selected person. Press the escape key to return to the Address Book Menu.

11.2 Viewing Address Book details

From the Address Book Menu, select option 1 to view your Address Book.

Guide - From Software Express Limited (Registered)			
have Number 3. Number 2. Number Number Number Number 1. Number 2. Number 2. Number Number 1. Mr Bob Smith.			
Address Book			
Name	Address	Tel	
Mr Bob Smith	15 Long Road	0845 225 5005	
Mrs Jane Smith	55 Smith Street	0191 123 1234	
Guide Technical ...	The Old Bakery	0845 225 5005	

In this example, use the up and down arrow keys to find the entry for Guide Technical Support, then press the enter key.



Once a contact has been selected, there are a number of actions we can perform, including changing their details, printing their details, or printing an envelope. In this example, use the up and down arrow keys to select the View Details action, then press the enter key to continue.

A screenshot of a software interface. At the top, a blue header bar contains the text "Guide - From Software Express Limited (Registered)". Below this, a white bar displays contact information: "Guide Name: Surname: Technical Support Name: Guide Surname: Technical Support Tel: Email: Company: Email: Tel: 0 8 4 5". The main content area has a light blue background and features a black box with the title "Address Details" in white. Inside this box, the following details are listed in yellow text: "Title:", "Name: Guide", "Surname: Technical Support", "Tel: 0845 225 5005", "Email: Support@SoftwareExpress.co.uk", "Company: Software Express Limited", "Address1: The Old Bakery", "Address2: 5 Station Road", "Address3: Ushaw Moor", "Address4: Durham", "Postcode: DH7 9FZ", "Country: England, UK", and "Notes:".

On the Address Details screen, use the up and down arrow keys to explore the telephone and address details for this person. Each time you move up or down, the Guide voice will read out that line of

information. Use the F12 key to increase magnification for this screen or use the CTRL + F12 key to decrease magnification. When you have finished, press the escape key to return to the Address Book Menu.

11.3 Amending a contact's details

From the Address Book Menu, select option 1 to view your Address Book. Use the up and down arrow keys to select the contact whose details you wish to change, then press the enter key. The Actions list will be displayed.

From the Actions list, select the Change Details action. Guide will ask you for each part of the person's name and address, etc. in the same way as when a new contact is added. However, this time, information will already be saved which can then be changed.

Use the backspace key to delete old information and type in the new information. As when adding a new contact, press the enter key to proceed to the next piece of information. You can press the escape key at any time, if you do not wish to go through each and every piece of information.

Finally, at the end of the process, Guide will ask if you wish to save or discard any changes you have made.

11.4 Deleting a contact from your Address Book

From the Address Book Menu, select option 1 to view your Address Book. Use the up and down arrow keys to select the contact you wish to delete. Press the delete key on your keyboard. Guide will ask you to confirm if you wish to delete this person, before actually deleting them.

11.5 Sending a letter or email to a contact in your Address Book.

To create a new letter or email to a contact in your Address Book, start your email or letter by using the Email or Letter Menu. During the process of writing your new email or letter, Guide will ask if you want to select a contact from your Address Book. At this point, your Address Book will be displayed. Use the up and down arrow keys to select the correct contact, then press the enter key to continue.

11.6 Searching for a contact in the Address Book

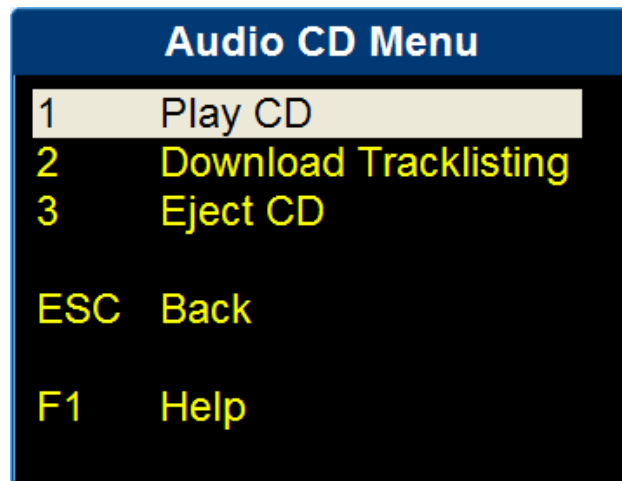
The Address Book is ordered alphabetically by surname/company name. To quickly find a contact whose surname or company name starts with the letter S, just press the letter S when using your Address Book. Guide will find the first contact whose surname or company name starts with S. Press the letter S again to find the next contact whose surname or company name starts with S.

12. Playing an Audio CD or MP3

From the Main Menu, select option 6. The Audio CD and MP3 Menu allows you to play a normal audio music CD, or an MP3 file which may have been downloaded or sent to you in an email.

12.1 Playing an audio CD

Select option 1 from the CD and MP3 Menu, and insert a music CD into your computer's CD drive.



If your computer has an Internet connection, press option 2 first, so that Guide can connect to the Internet and download the artist and track information for this CD. If you do not have an Internet connection, just press option 1 to play the CD. If the CD player has not been able to connect to the Internet, each track will just be called track1, track 2, etc. instead of their actual names.



Use the up and down arrow keys to explore the tracks on the CD. Press the enter key to play a particular track. Guide will play from this track onwards.

Use the left and right arrow keys to skip backwards and forwards through a song. Use the plus and minus keys on the right hand side of the keyboard to increase or decrease the volume. Press the CTRL key to stop the CD from playing.

Press the escape key to return to the Audio CD Menu.

If you have problems with your computer automatically playing the disc before you tell Guide to, turn Auto-play off in the Guide Settings Menu.

12.2 Playing an MP3 File

From the Audio CD and MP3 Player Menu, select option 2, for the MP3 player.

Guide will bring up a list of files and folders stored on your computer. Use this list to find the MP3 file, then press the enter key to play it. Alternatively, use the space bar to pick multiple files to play, then press the Enter key to continue.

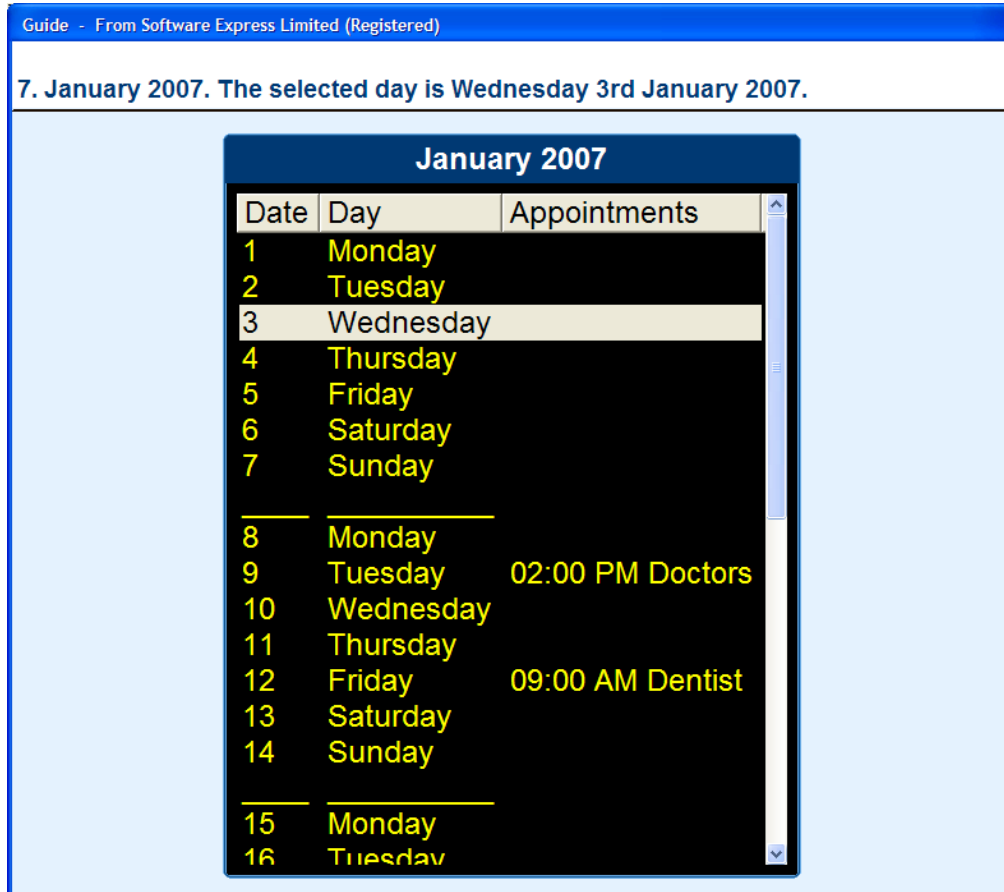


On-screen controls allow you to control the playback of the MP3 file. Use the up and down arrow keys to select a control and press the enter key to action it.

The controls include play, stop, pause, skip forwards, skip backwards, volume up and volume down.

13. Calendar and Reminders

From the Main Menu, select option 7 for the Guide Calendar.



13.1 Monthly view

When the calendar first opens, it will show in a month view, where one whole month is shown on screen. Press the up or down arrow keys to move back or forward by one day. Guide will then read out the date for that day, along with any appointments that are scheduled for that day.

If you move back past the 1st of the month, the month view will switch to the previous month. If you move forwards past the last day of the month, the month view will switch to the next month.

To quickly change between months, press the page up or page down keys on the keyboard.

13.2 Day view

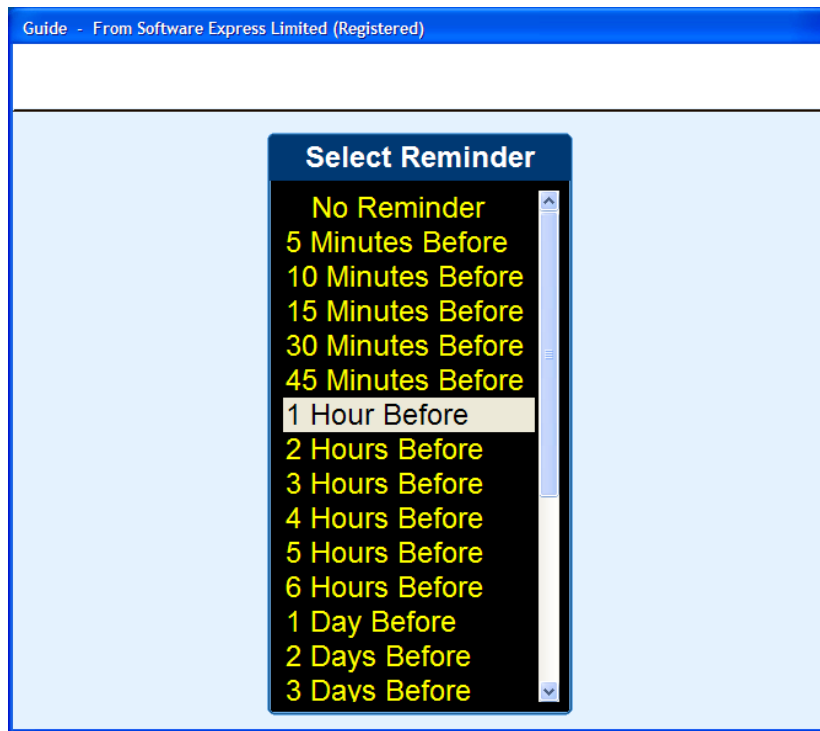
When you press the enter key on any selected day in the month view, the calendar view changes to the day view. The day view shows the day broken down into 24 hourly slots. Against each hourly slot, any appointments or reminders will be displayed. Use the up and down arrow keys to move backwards and forwards through the hourly slots. Press the escape key to go back to the month view.

13.3 Adding an appointment to your Calendar

The following example demonstrates how to put an appointment with your dentist into the Calendar.

From the month view, use the arrow keys to select the day of your appointment. Press the enter key, then use the up and down arrow keys to select the 9:00 AM slot. Press the enter key again.

Type in a short description for the appointment. In this case, type the word 'dentist', then press the escape key to tell Guide you have finished typing. (When typing the details for your appointment, you can type a short description or even a few paragraphs of text).



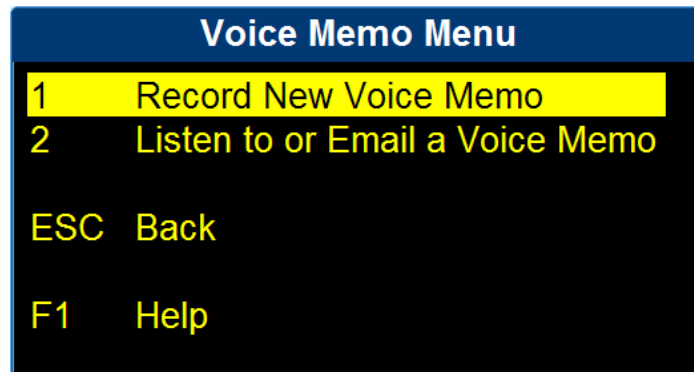
Guide will now ask if you would like to have a reminder for this appointment. Use the up and down arrow keys to select the 1 hour before option, then press the enter key to continue.

Your appointment has now been created. When the reminder is due, Guide will speak out a message to you, reminding you of your appointment. (Your computer will need to be switched on for this to happen).

Press the escape key to return to the monthly view. Press the escape key on the monthly view to return to the Main Menu.

14. Voice Memos

A Voice Memo is just a recording of your voice and is a convenient way of recording a reminder or message. Your computer needs a microphone plugged in to use this feature. From the Main Menu, select option 8 to record or playback a Voice Memo.



14.1 How to record a Voice Memo

Select option 1 from the Voice Memo Menu and start speaking. Press the escape key when you have finished speaking your message.

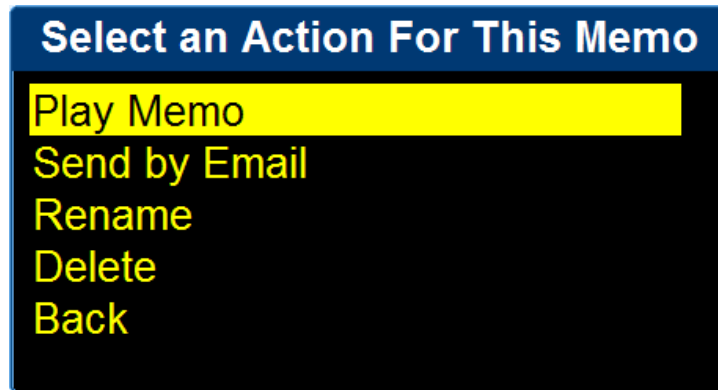
14.2 Playing a Voice Memo

From the Voice Memo Menu, select option 2. Guide will list out all your recorded Voice Memos.

A screenshot of a terminal window titled "Voice Memos". It displays a table of recorded voice memos. The first row has yellow headers "Memo" and "Date". The subsequent rows list four memos, with the first row highlighted in yellow.

Memo	Date
MEMO 4	08/02/2009 16:08
MEMO 3	08/02/2009 16:08
MEMO 2	08/02/2009 16:08
MEMO 1	08/02/2009 16:08

Use the up and down arrow keys to select the memo to play, then press the enter key. A list of available actions for this memo will display.



For the selected memo you can play it, send it to someone via email, rename it or delete it.

When the memo is playing, use the left and right arrow keys to skip forwards and backwards through it. The most recently recorded memos will be at the top of the list.

Guide will allow you to send a Voice Memo to someone via email. Guide creates a new email and automatically attached the selected memo to it. The person you are sending the Voice Memo to does not need to have Guide installed to be able to listen to it. Any computer will be able to play the emailed Voice Memo.

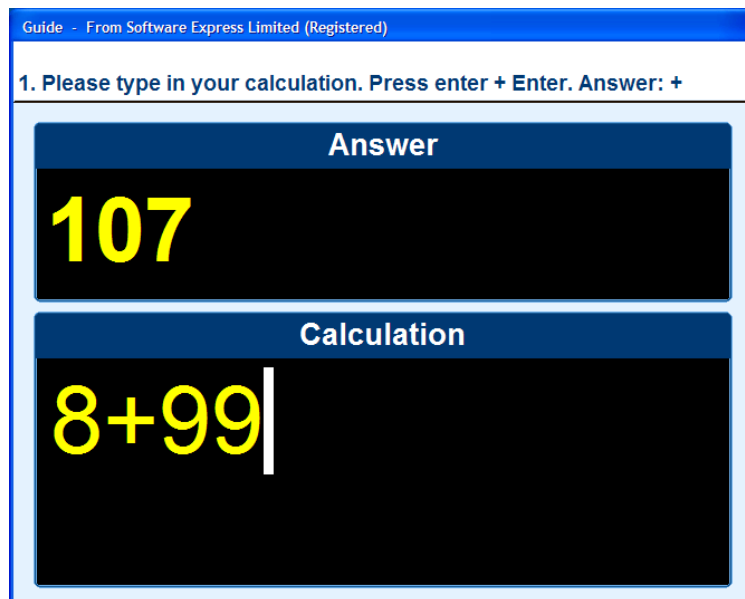
15. Calculator

The Calculator allows you to perform simple or complex mathematics.

From the Main Menu, select option 9 for More Menu Options. The Calculator is option 1 on this further menu.

15.1 A simple calculation

This example demonstrates how to perform a simple calculation. Type 8 + 99, then press the enter key.

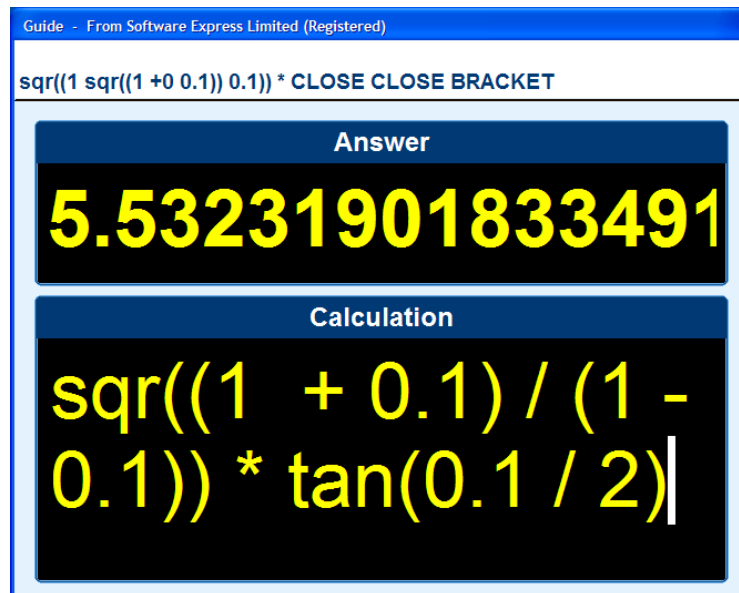


Press the escape key to clear the calculation.

15.2 A complex scientific calculation

Type the following complex calculation into the calculator

$$\text{sqr}((1 + 0.1) / (1 - 0.1)) * \tan(0.1 / 2)$$



To clear the calculation, press the escape key. To come out of the Calculator and back to the More Options Menu, press the escape key again after clearing the calculation.

16. Dictionary / Thesaurus

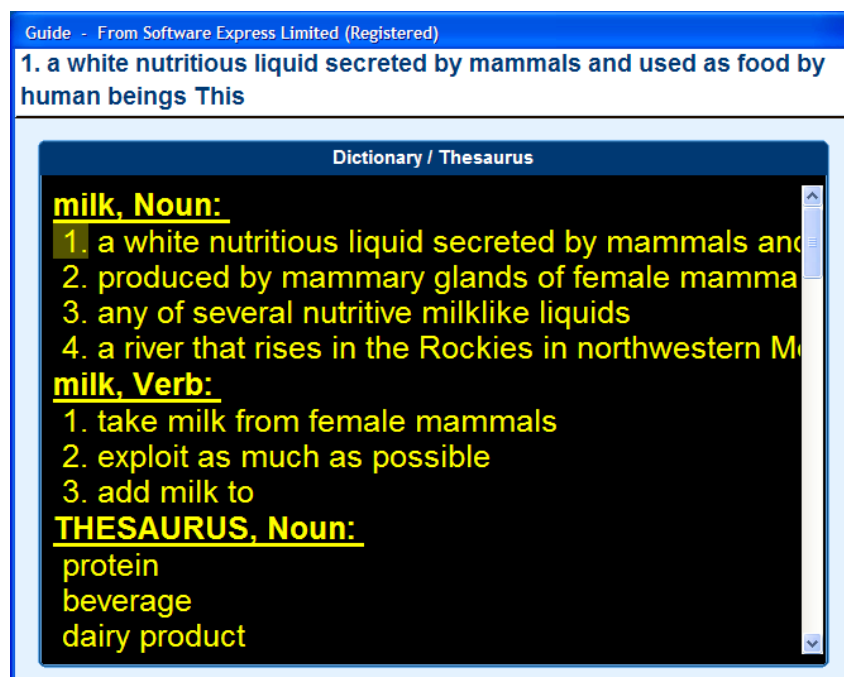
The Dictionary and Thesaurus can be accessed from both the More Options Menu, or when typing a letter or email, etc.

When typing a letter or email, press the CTRL + F7 function key to access the Dictionary/Thesaurus. (F7 pressed on its own runs the Spellchecker).

From the Main Menu, select option 9 for More Menu Options. The Dictionary/Thesaurus is option 2 on this further menu.

16.1 Looking up a word in the Dictionary/Thesaurus

Guide will ask you for the word you wish to lookup. In this example, type in the word 'milk', then press the enter key.



Guide lists out noun and verb definitions for this word, followed by a list of thesaurus entries. Use the up and down arrow keys to explore the list.

If there is a further word you wish to lookup, within this list, use the left and right arrow keys to go to that word, then press the enter key. Guide will then lookup this new word.

From the Dictionary/Thesaurus list, press the escape key to type in another word, or press the escape key again to go back to the More Options Menu.

17. Picture and Handwriting Magnifier

The Picture and Handwriting Magnifier can be used to magnify pictures or diagrams on a piece of paper or from a book, magnify handwriting on a page, or magnify pictures from a digital camera, your computer, or an email attachment.

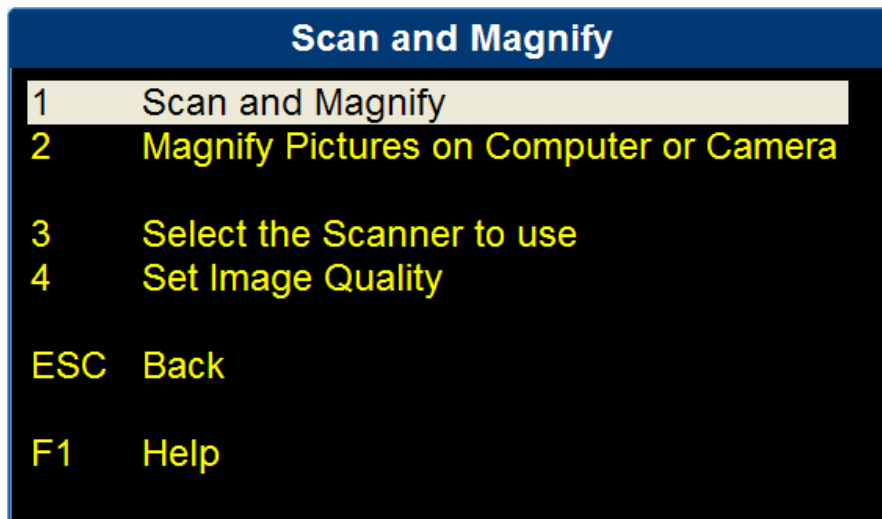
The handwriting, diagram or picture can be magnified on screen, have its colouration, contrast, brightness and rotation changed or be cropped and printed.

Your computer will need a scanner connected, if you wish to use the scan and magnify functions. A scanner is not required to magnify pictures from an email, digital camera or your computer.

17.1 Scanning and magnifying some handwritten text

In the following example, we will use the scanner to magnify, on screen, some handwritten text from a piece of paper. Then we will print an enlarged portion of it.

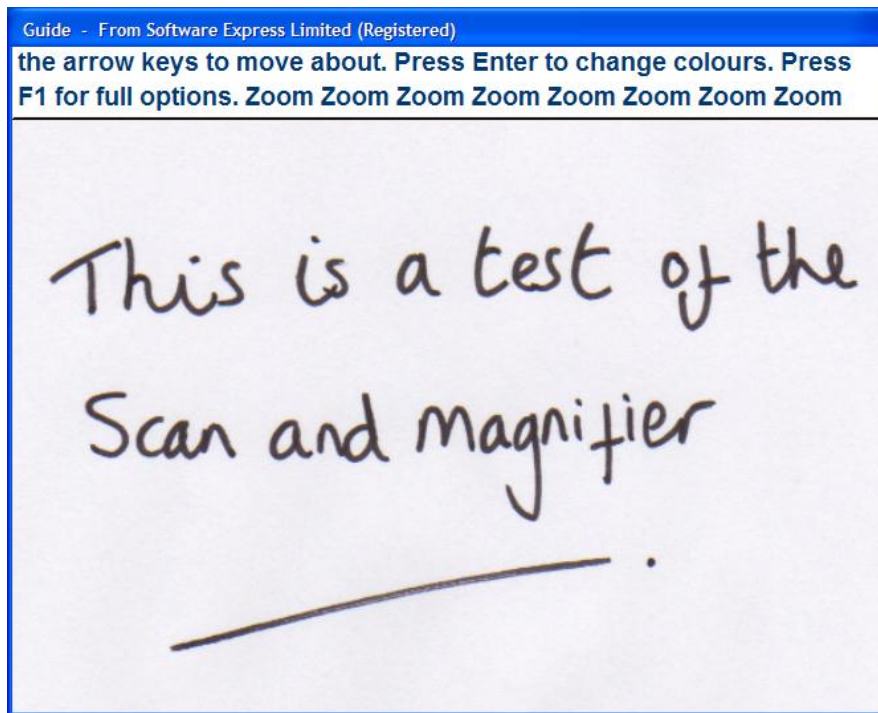
From the Main Menu, press 9 for the More Options Menu, then select option 3. Place a sheet of paper with some handwritten text face down onto your scanner.



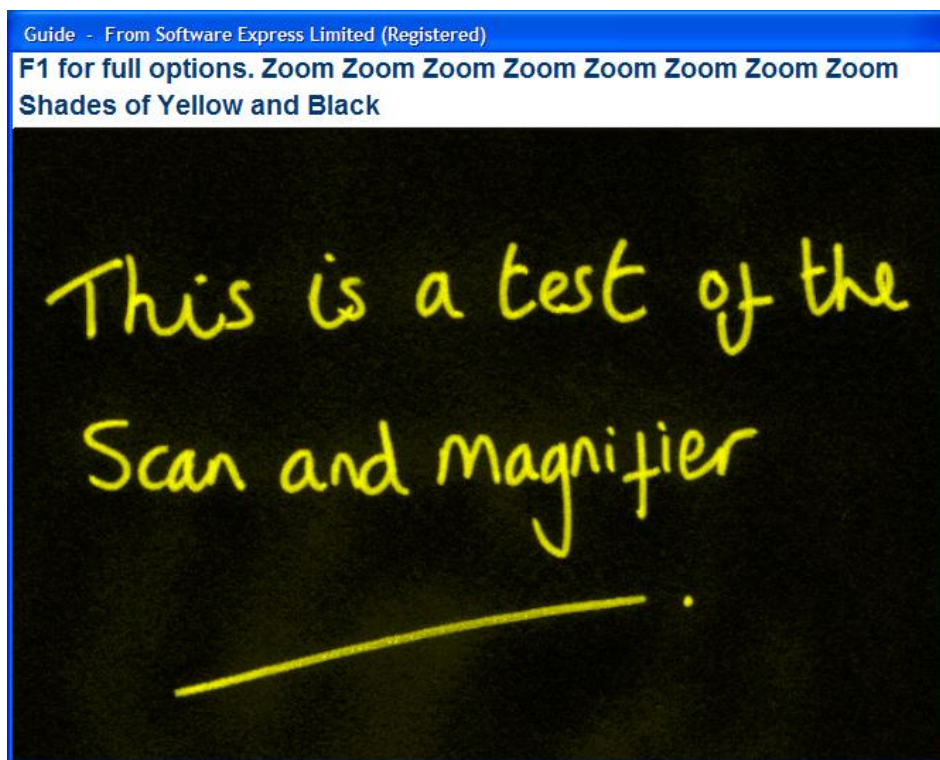
After placing your page of handwritten text onto the scanner, select option 1. After a short pause, the page will appear on screen.



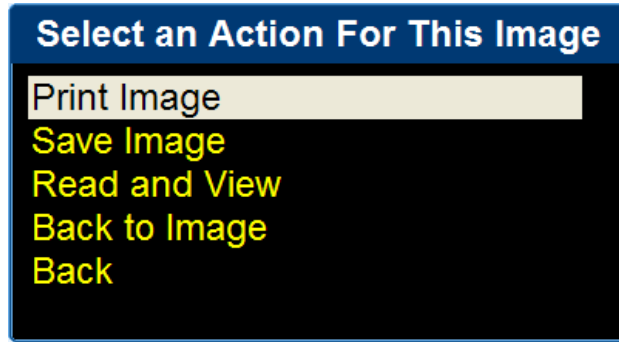
Use the F12 and CTRL + F12 magnification keys to enlarge the page, and the arrow keys to scroll around the page, if the page is too big to fit on the screen. Use these keys to zoom in on a sentence, so that it fills the screen.



To change the coloration of the page, press the enter key. Each time you press the enter key, Guide applies a different colouration. Press CTRL + the enter key to return to the previous colouration.



Press the escape key to see a list of actions available for this page.



In this example, we want to print the zoomed portion of our page. Guide will print out the page, exactly as displayed on screen, including the colouration and zoom. In this case Guide will print a page of A4 with a black background and large yellow handwriting.

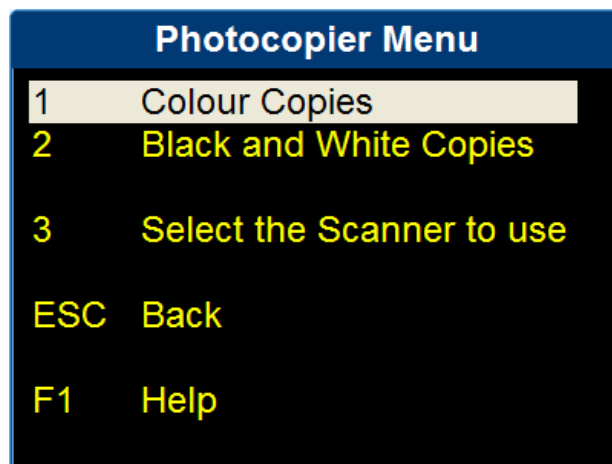
Press the escape key to go back to the Scan and Magnify Menu.

18. Photocopier

The photocopier function in Guide converts your scanner and printer into a photocopier.

To use this feature of Guide, you will need a printer and scanner connected to your computer.

From the Main Menu, press 9 for More Menu Options, then select option 4. The Photocopier Menu will be displayed.



Place the page to be copied face down on the glass plate of your scanner.

From the Photocopier Menu, select option 1 for colour photocopies and 2 for black and white copies. After selecting either option, Guide will ask you to select the number of copies to be made, and then if you would like to adjust the brightness. The selected number of copies of the document on the scanner will then be printed.

19. File Manager

The File Manager can be used to copy, move, delete and rename files and also import and convert foreign files into Guide. The File Manager can manage any file on your computer, floppy disk, CD-ROM, etc. Single files or multiple files can be deleted, copied or moved at the same time.

From the Main Menu, select option 9 for More Menu Options. The File Manager is option 5 on this further menu.

19.1 Copying files

Use this option to copy files from one folder on your computer to another folder. You can also use this option to copy files from your computer to a floppy disk or to a thumb drive, etc or vice versa. You will be asked to select the files to copy, then you will be asked for the destination folder. After copying the files, two sets of the files will exist on your computer.

19.2 Moving files

Moving files is exactly the same as copying files, except that the files are moved from their initial location to the new location, and only one set of the files will exist on your computer.

19.3 Deleting files and folders

Any deleted files will be placed in the Guide Recycle Bin. This is just a special folder that can be found in your list of files and folders. Only when a file is deleted from the Guide Recycle Bin will it be permanently removed from your computer. To delete a folder, it must first have all the files in it removed. Only empty folders can be

removed. This is a safety feature, otherwise it would be too easy to accidentally delete an entire folder full of valuable files.

19.4 Renaming files

Files can only be renamed one file at a time. You will be asked to input a new name for the file. A file cannot be renamed with a file name that already exists. A file cannot be renamed with no name either.

19.5 Importing files

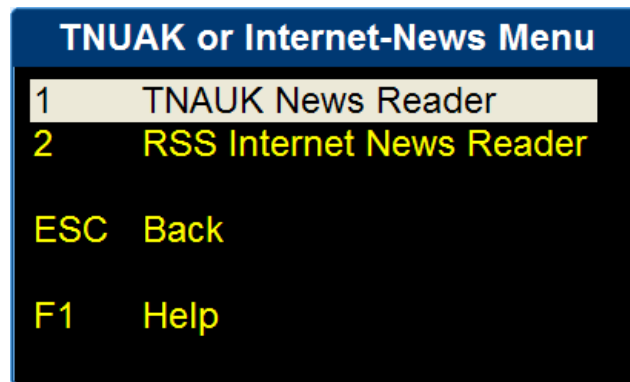
Use this option to convert files created in other programmes, so that they can be read and edited in Guide. Guide can read Microsoft Word documents, text documents, Rich Text documents, Adobe Acrobat documents, Wordperfect documents, html documents and many others. Firstly select the file or files you wish to convert, then select a destination folder for the converted files. One or several files can be converted at once.

Note: Guide automatically converts both incoming and outgoing email attachments, so that they are always readable by you or the person you are sending the attachment to. The Import Files function above is primarily designed to import files when someone is starting to use Guide for the first time.

20. News Reader

Guide can be used to help you access sources of national and international news easily, which can then be read out using Guide. Guide includes two news readers: one for reading news from TNAUK (the Talking Newspaper Association of the UK) and one for reading news from Internet news feeds.

From the Main Menu, select option 9 for the More Options Menu, then select option 6. The TNAUK and Internet News Menu will be displayed.

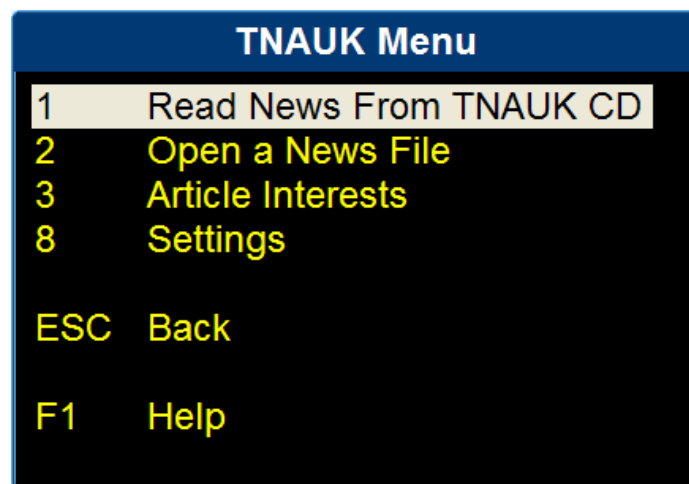


Use the up and down arrow keys to select the news reader you wish to use, then press the enter key to continue.

20.1 TNAUK News Reader

TNAUK is an organisation which provides national newspapers and magazines on audio tape, computer disk, email, Internet download and CD-ROM. To subscribe to the TNAUK service, please visit their website at: www.tnauk.org.uk, or telephone them on 01435 866102.

The TNAUK News Reader allows you to read news from a TNAUK CD or from a TNAUK news file sent via email.



20.1.1 Reading news from a TNAUK CD

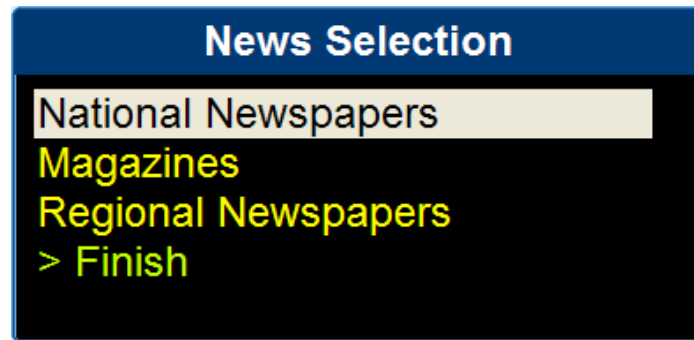
To read news from a TNAUK CD, place your TNAUK Sightline CD into your computer's CD drive and select option 1.

20.1.2 Reading news from a TNAUK File

To read news from a TNAUK file, select option 2, then find the news file that was saved from the email.

After the News CD or News File Option has been selected, you will be presented with a number of lists. Select the publication of

interest, headline and particular news story. Use the up and down arrow keys to select an item from each list, and press the enter key to continue. The following screen shots show the example selections made: to read news from the Times newspaper on a TNAUK CD. These lists will vary depending on the CD or news file being used.



Select National Newspapers



Select Daily Newspapers



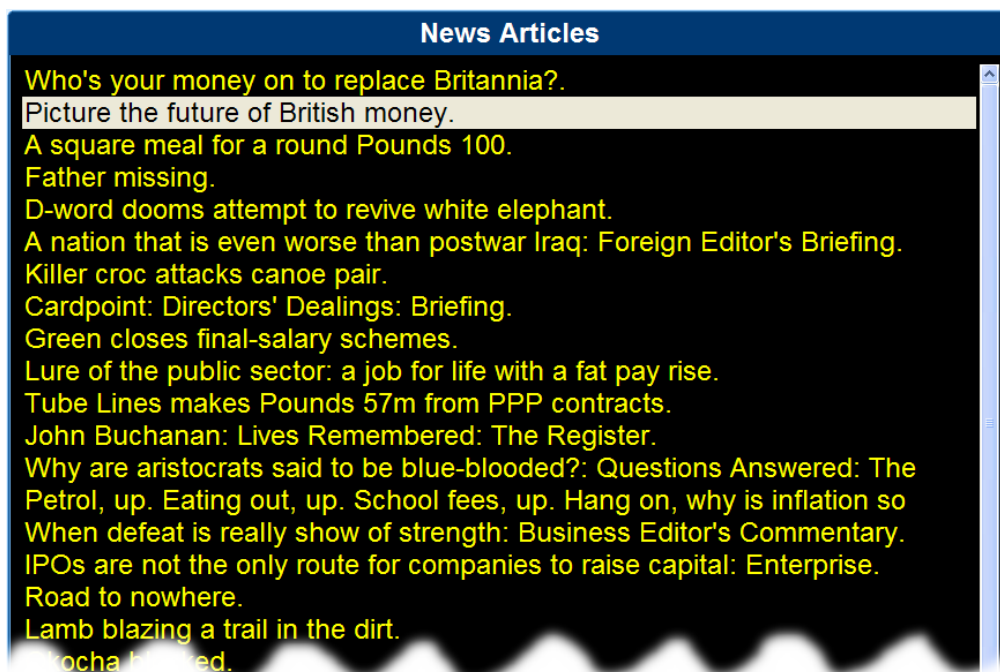
Select The Times Newspaper



Select a Particular Week



Select a News Section



Select a News Article



Read the News Article

After reading a particular news article, press the escape key to return to the Articles list again and select another article.

20.1.3 Articles of interest

Use option 3 on the main TNAUK Menu to type in a list of search words to locate articles of interest. Separate your interests by commas. So, if you are interested in sport, money and Tony Blair, type the following, remembering to put a comma between the different interests:

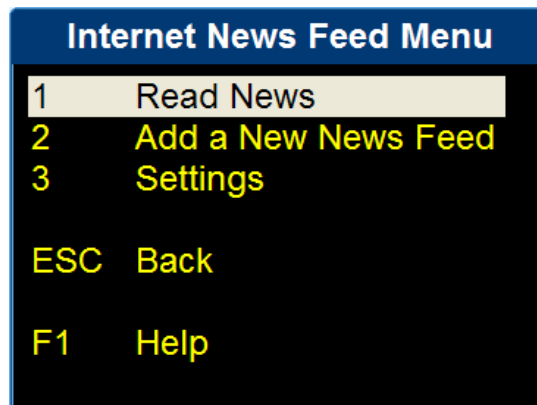
Sport,Money,Tony Blair

At the top of the News Sections list is an item called Articles of Interest. When this entry is selected, your interests will be shown in a list. Use the up and down arrow keys to select the particular

interest, then press the enter key to continue. Guide will then show a list of all articles that have this interest keyword in them.

20.2 Internet News Reader

The Internet News Reader allows you to read the very latest news directly from the Internet, without having to search through several web pages for it.

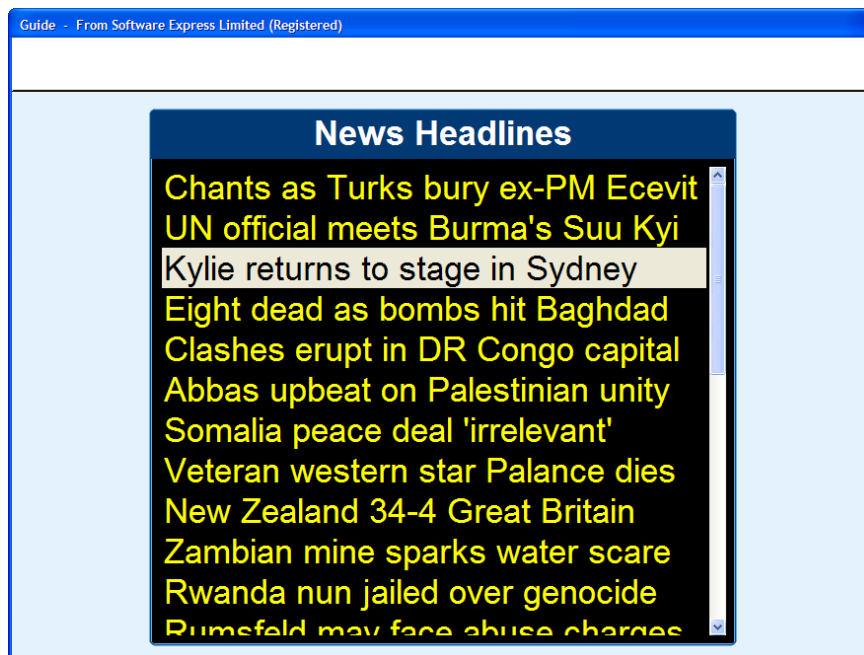


20.2.1 Reading the news

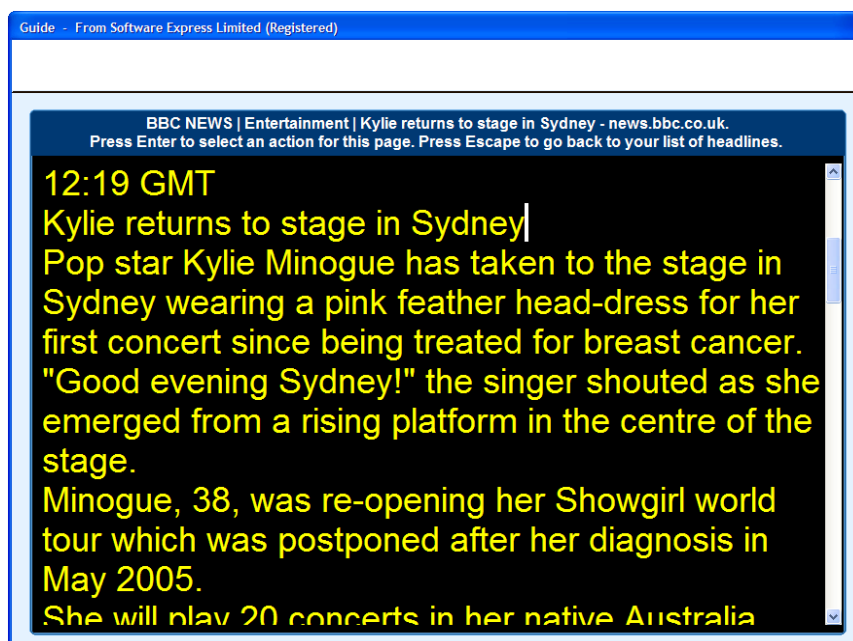
From the Internet News Feed Menu, select option 1. Guide comes with several news feeds already added. Use the up and down arrow keys to select a news feed of interest and press the enter key to continue.



After a short pause, a list of the very latest new headlines will be displayed.



Use the up and down arrow keys to listen to the various headlines. Press the enter key on a particular headline to open the full story.



When you have finished reading the full story, press the escape key to return to the list of headlines. When reading the news story, move around the text by using the normal shortcut keys. Press F1 or CTRL + F1 for more details.

20.2.2 Adding a news feed

A news feed address is very much like a website address and is quite often published on a company's website. Sometimes news feeds are referred to as RSS feeds.

From the Internet News Feed Menu, select option 2. Guide will ask you to type in a name for the news feed, then will ask you for the news feed address.

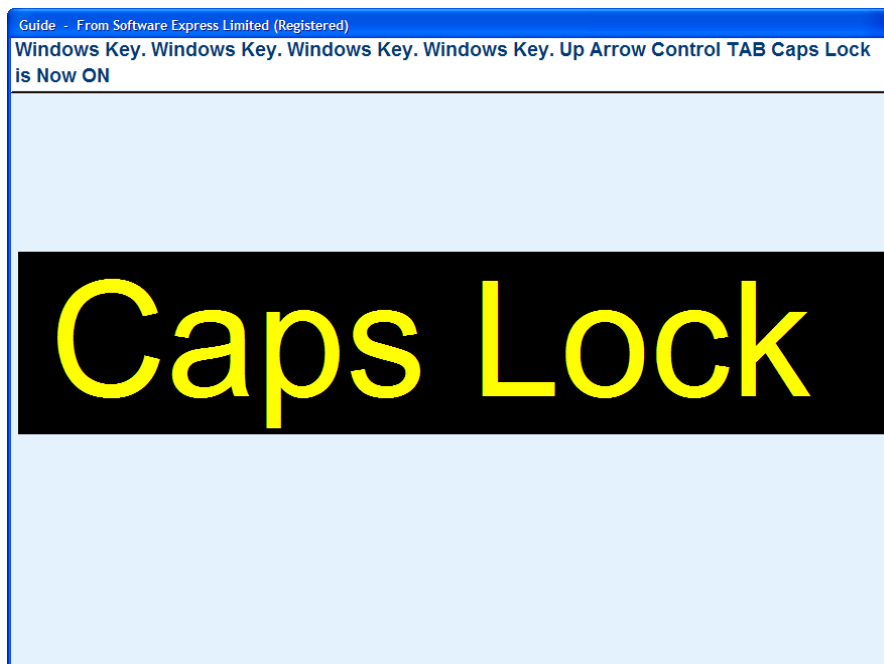
20.2.3 Deleting a news feed

From the Internet News Feed Menu, select option 1, as if you were about to read news from a particular feed. Use the up and down arrow keys to select the news feed you wish to delete, then press the delete key on your keyboard.

21. Keyboard Practice

The keyboard practice option is designed to allow someone who has never used a keyboard before to explore it. Guide reads out and displays on screen every key that is pressed.

Use the normal F12 key to magnify the screen, and the escape key to go back to the More Options Menu.



Typing skills can be further improved by using the Guide Typing Tutor, located in the Games menu.

22. Guide Extras Menu

The Guide Extras Menu contains menu options for the Guide Podcast Player, the Internet Radio Player, the CD and DVD Creator and the Remote Support option.

From the Main Menu, select option 9 for More Menu Options. The Guide Extras Menu is option 9 on this further menu.

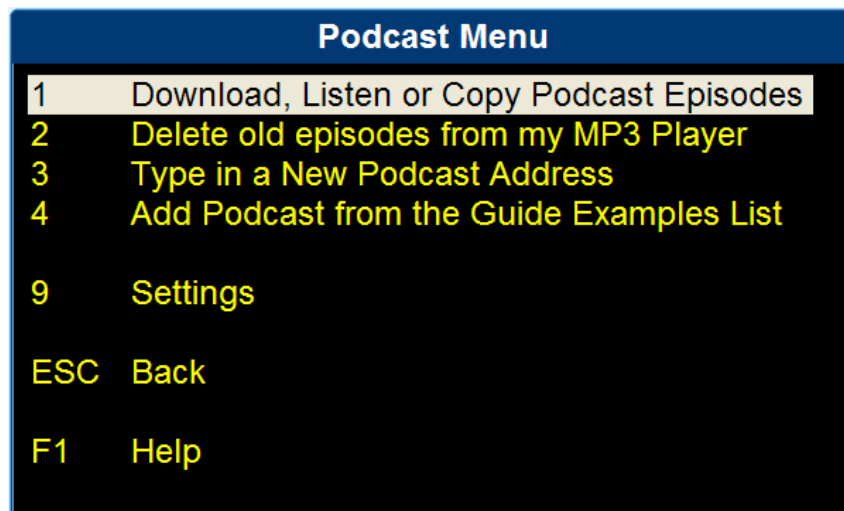


The following chapters describe the various Guide Extra menu options.

23. Podcast Player

Podcasts can be thought of as pre-recorded mini radio shows that can be downloaded from the Internet and listened to at a time to suit you. Podcasts are available from large media companies like the BBC and CNN, but many are produced by individuals.

From the Guide Extras Menu, select option 1 for the Podcast Player.



Use the Podcast Menu to download, play and copy podcast episodes from the Internet. A podcast can be played through Guide or copied to your MP3 player and played when away from your computer.

Podcasts must be subscribed to by typing in a podcast address, or selecting an example podcast from the list of examples. Subscribing just means adding a podcast address to your list of podcasts. A podcast provider will detail their special podcast address on their website.

Once a podcast has been subscribed to (added to your list), Guide will automatically download the list of available episodes for that podcast. If a podcast is for a weekly news show, each episode will be for one of the weekly shows. Generally each episode will be about 30 to 60 minutes long.

Due to the size of podcast episodes, it is recommended that you have a broadband Internet connection when using the Guide podcast system. It will still work with a dial-up Internet connection, but may take a long time to download an episode.

23.1 Listening to a podcast

In the following example, we will listen to an episode from a BBC news podcast. Select option 1 from the Podcast Menu.

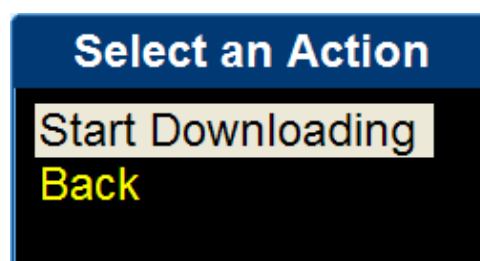


Guide comes with several podcasts already added to your list of podcasts. Use the up and down arrow keys, and select the BBC Podcast. Press the enter key to continue. Guide will then get the latest list of available episodes for this podcast.



Use the up and down arrow keys and select one of the podcasts to listen to. Depending on the podcast provider, the list will detail the name, date, description and duration of the podcast. The description of an episode will also indicate if you have already downloaded and listened to that particular episode.

Press the enter key on the particular episode to select an action for it. The list of actions will vary depending on whether it has been downloaded or not.



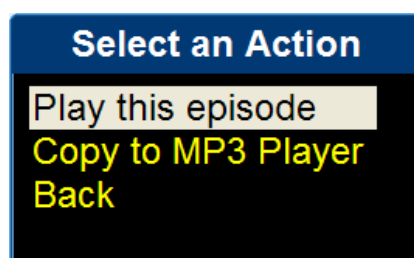
Select the Start Downloading action, then press the enter key to continue.



At this point, you could also start downloading other episodes from this podcast, or even switch to another podcast and start downloading its episodes. The Guide voice will then let you know when all the selected episodes are downloaded.

In this example, wait a few moments for the podcast download to complete. Use the up and down arrow keys to move onto the episode being downloaded and Guide will read out the current progress of the download.

When the download is complete, press the enter key again on the episode. The Actions list will be different this time.



Select the Play this Episode action. The episode will start to play.



When the episode is playing, use the up and down arrow keys to select an action, such as stop, play, skip forwards, etc. Press the escape key, when you have finished, to go back to your list of episodes.

Once an episode has been downloaded, it can be played again instantly, without having to wait for it to download again. This can also be copied to your MP3 player, by selecting this action.

Note: Guide will automatically delete downloaded podcasts 45 days after they are no longer listed on the providers podcast list. Any podcasts you have copied to your MP3 player, or elsewhere, will not be automatically deleted.

23.2 Subscribing to a podcast

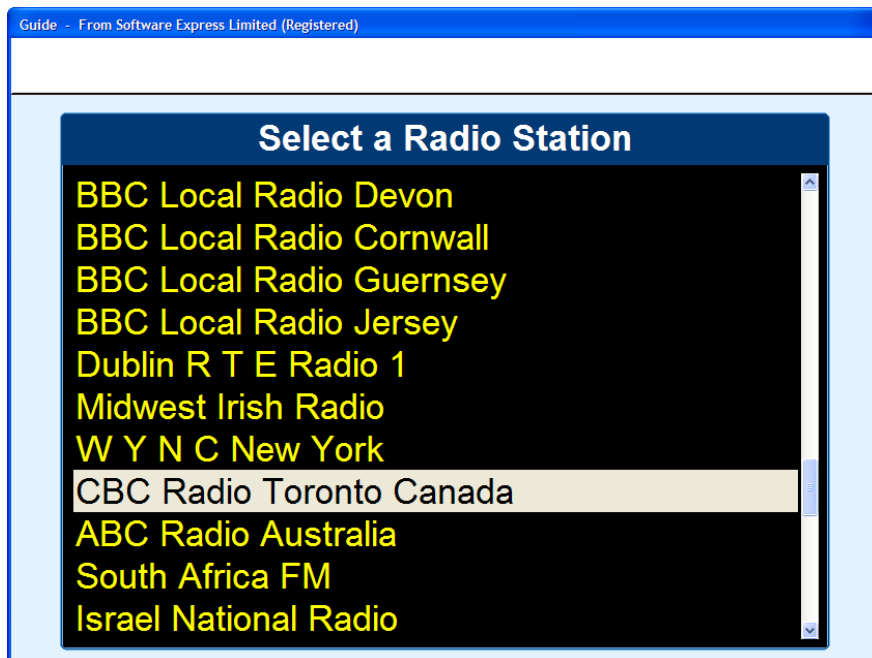
Subscribing to a podcast just means adding it to your list of podcasts. If the address of a podcast is known, select option 3 from the Podcast Menu and type in the name and address, when prompted.

Selecting option 4 on the Podcast Menu will retrieve the latest list of example podcasts from our Internet site. Use the up and down arrow keys to select one of the podcasts, then press the enter key to add it to your list of available podcasts. To see extra examples on this list, please contact us.

24. Internet Radio Player

The Internet Radio Player gives easy access to local, national and international radio stations, which can be listened to through Guide.

From the Guide Extras Menu, select option 2 for the Internet Radio Player. Guide will connect to the Internet and retrieve a list of available radio stations. If you wish to see additional radio stations on this list, we will be happy to add them.



Use the up and down arrow keys to select a radio station, then press the enter key to continue.

Depending on the speed of your Internet connection, and how busy the radio station is, you may have to wait a few moments before the radio station begins to play.



When the radio is playing, use the up and down arrow keys to select an action to control the playback, such as pause, play, stop, volume up and volume down.

Note: Most radio stations are live broadcasts and do not allow you to skip forwards or backwards. Also, if the radio station stutters or cuts out, it may be that the Internet is very busy or your Internet connection is not fast enough to receive that particular radio station.

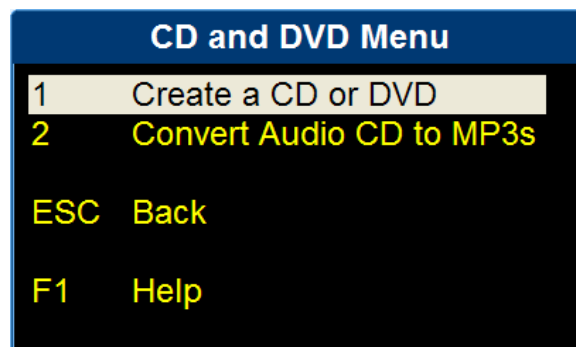
If you press the escape key to come out of the radio player, when the radio is playing, you will be given the option to allow the radio to continue playing, while you use other parts of Guide.

At the bottom of the list of available radio stations is an option to add a new radio station. If you know the address of the radio station content, you can type it in and create a personalised list of radio stations.

25. CD and DVD Creator

The CD and DVD Creator Menu allows you to create music and data CDs, data DVDs and also gives you the option to convert a music CD to MP3s.

From the Guide Extras Menu, select option 3 for the CD and DVD Creator Menu.

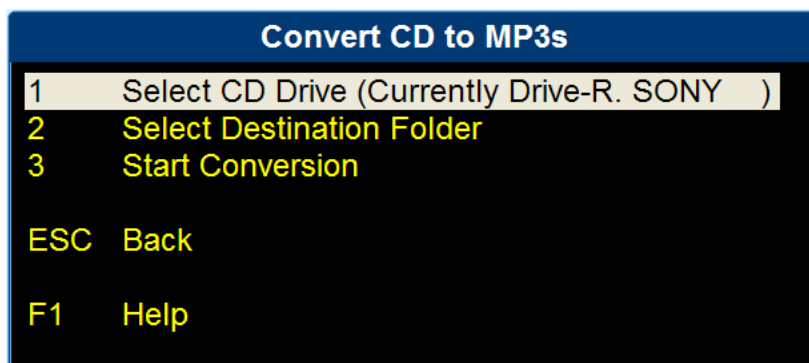


In the following examples, we will convert a CD to MP3s, then create a new music CD that has our favourite tracks on it.

25.1 Converting a Music CD to MP3s

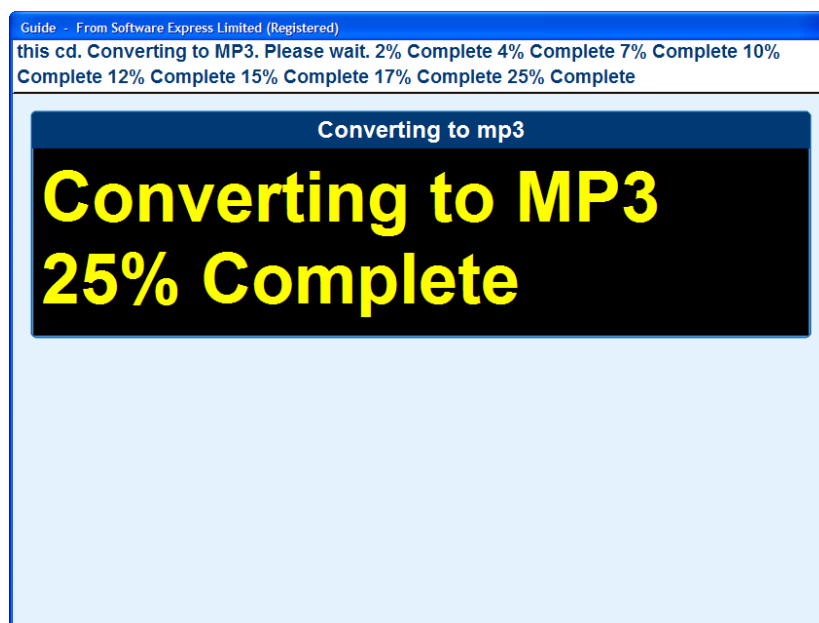
Insert a normal music CD into your computer's CD drive. In this example, the CD will need to be a genuine one, purchased from a shop, not a previous compilation.

From the CD and DVD Menu, select option 2. The Convert CD to MP3s Menu will be displayed.



If your computer has more than one CD drive (most do not), use option 1 to select which CD drive you wish to use. Otherwise, press 2 to select the destination folder where you want the MP3s to be placed. We suggest using the My Music Folder, which already exists on most computers.

Select option 2 to start the conversion. Guide will connect to the Internet and obtain the artist and track-listing details for this CD. If no Internet connection is available, Guide will still proceed.

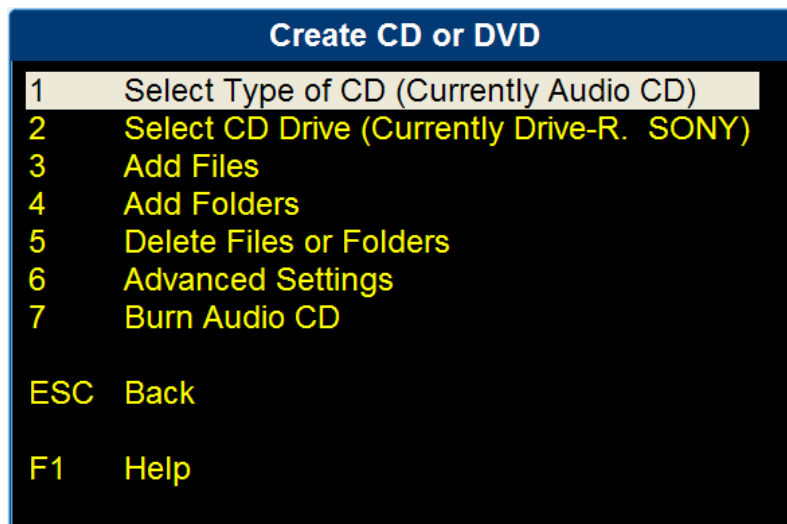


Progress with the conversion will be both spoken out and displayed on screen.

Each MP3 will be given a name which consists of the artist's name, album name and track number / name. If no Internet connection is available, MP3s will be called album1, artist1, track1, etc.

25.2 Creating a compilation CD of favourite CDs

Select option 1 on the CD and DVD Menu, then place a blank recordable CD into your CD drive.



Select option 1 and change the type of CD to Audio CD.

Use option 2 and select the correct CD drive, if it is not already selected.

Use option 3 and select the MP3 files you wish to add to your new compilation CD.

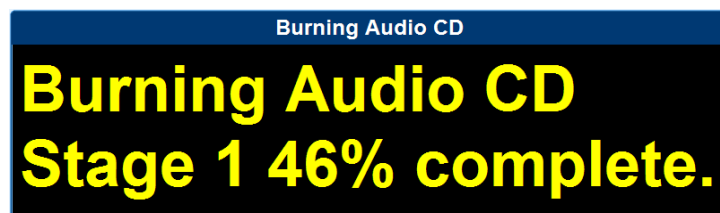


Use the space bar to select multiple MP3 files at once. Select about 6 MP3s for your compilation CD. Press the enter key to add them.

You can repeat the above procedure several times, adding MP3s from several different locations, if required.

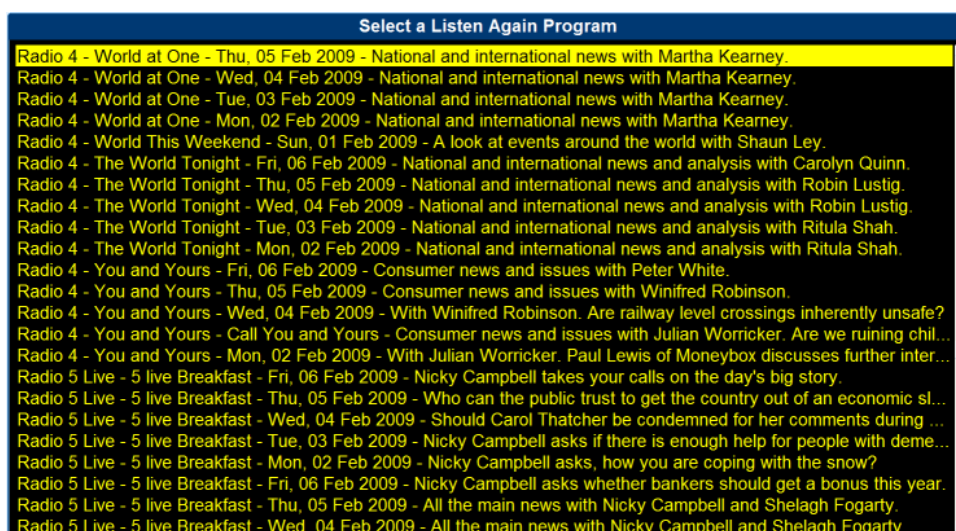
To set writing speeds and other advanced options, use option 6 from the Create CD or DVD Menu.

To actually create your new CD, select option 7 to Burn Audio CD.



Guide will both speak and show the progress on screen. When finished, you will be returned to the Create CD or DVD Menu, where another copy can be burned, or press the escape key to the go back to the CD and DVD Main Menu.

26. BBC Radio Listen Again Player



BBC Radio keep a recorded history of just about everything they have broadcast over the last 7 days. Use the Guide BBC Listen

Again Player to easily find and listen to a program you have missed or want to listen to again.

Use the up and down arrow keys to select a program. The programs are listed in alphabetical order. Some programs which are repeated every day, have Monday, Tuesday, etc at the end of their description.

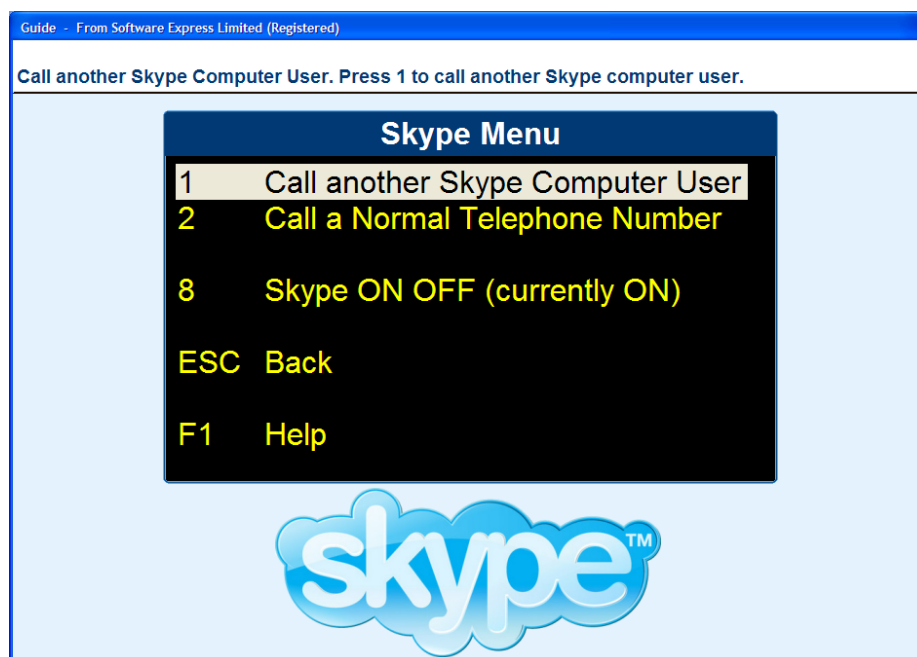
Press a letter on your keyboard to jump quickly to programs in the list that start with that letter.

Press the enter key to play a particular program. When the enter key is pressed, the radio player controls will be displayed on the screen and the program will start to play. It may take a few moments for the program to start playing, depending on the speed of your Internet connection.

When the radio is playing, use the up and down arrow keys to select one of the radio player controls. Some of the controls include: Play, Stop, Pause and Skip Back and Forward. Press the enter key to operate the selected control.

When the radio is playing, press the escape key to go back to the list of programs. If you do not wish to select another radio station, press the escape key again to return to the Main Menu.

27. Skype – Free Telephone Calls



27.1 What is Skype?

Skype is the name of a very commonly-used program, which allows free telephone calls to be made between two computers which are both running the Skype program at the same time.

In addition to this, if you put credit on your Skype account, the Skype program allows you to make calls from your computer to a landline telephone. For this type of call, Skype makes a small charge, but it is much less than using a normal telephone to make the same call.

To use the Skype option from within Guide, you must have Skype already installed on your computer. If you need help with this, our Technical Support engineers can help or even do the installation for you, with our Remote Support system.

27.2 Installing Skype onto your computer

Skype can be downloaded free of charge from www.Skype.com. After installing Skype on your computer, make Skype NOT automatically start when Windows starts but do make Skype automatically login when Skype starts. Your computer will start much more quickly if you let Guide start Skype, instead of your computer trying to start both Guide and Skype at the same time.

To use Skype, your computer will need a microphone and speakers. Alternatively, you can use headphones which have a microphone attached. Please contact us if you need to purchase any of these items.

27.3 The Guide Skype Menu

There are three options on the Skype Menu:

Option 1. Call another Skype computer user. This is the option to use to call another person for free over the Internet. The other person will need to have Skype on their computer. You will need to know the Skype name of the person you are calling. Alternatively, Skype names can be kept in the Guide Address Book.

Option 2. Call a landline telephone number. In addition to calling other Skype computer users for free, Skype can also be used to call landline telephone numbers of people without a computer or Skype. To do this, you will need to add credit to your Skype account through the www.Skype.com website.

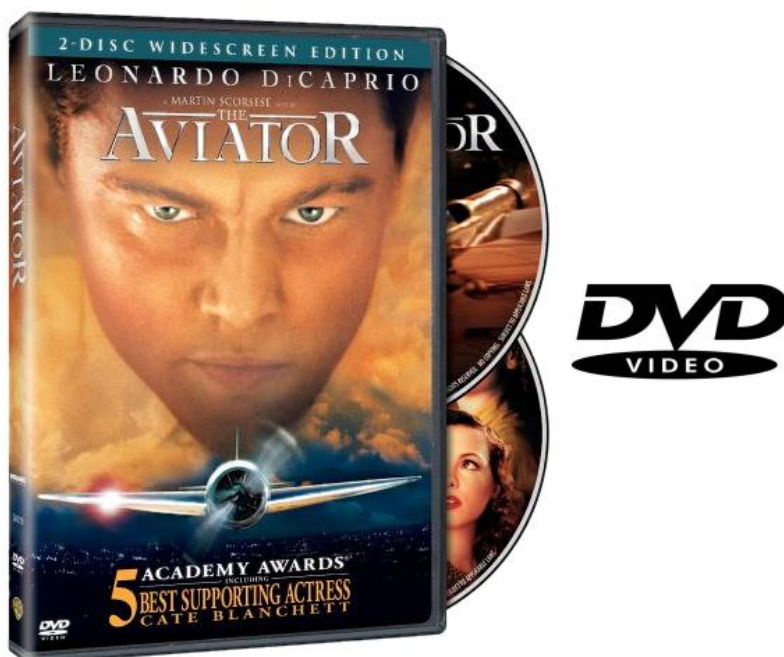
Skype calls to landline telephone numbers are much cheaper than using a standard telephone line.

Option 8. Skype ON or OFF. If you wish to make and receive Skype calls from within Guide, this setting must be turned on. Turning this setting off will stop Guide from automatically starting Skype. You will also not be able to make or receive calls.

27.4 Answering and ending calls

When you receive a Skype call, a ringing noise will be sounded and the Guide voice will tell you who is calling. To pickup the call, press the F8 key. To reject the call, press the F9 key. After picking up the call, press CTRL+F9 to hang up. If the other person hangs up first, there is no need for you to hang up as well.

28. DVD and Movie Player



Watch DVD films or movie files easily from Guide. When watching a DVD or movie file, you can pause, stop and start playback, fast forward or rewind through a film, skip to different chapters, show subtitles, play audio description and much more! The DVD and Movie Player option can be found on the Guide Extras Menu.

We recommended that CD and DVD AutoPlay is turned off, if Guide is being used to play DVDs. If this is not turned off, some other program, other than Guide, may start to play the DVD as soon as it is inserted into your computer. See the Guide Settings screen for more information on turning CD and DVD AutoPlay off.



Three menu options are available on the DVD and Movie Player Menu:

1. Play DVD

This option allows you to quickly play a DVD without having to select any further menu options. (Just make sure the DVD is inserted into your computer's DVD drive first)!

2. Explore DVD

If you wish to have more control of the DVD and select subtitle tracks, audio tracks or titles, use the Explore DVD option.

3. Play Movie File

To play a movie file located on your computer's hard disc or other location, use the Play Move File option. (Many types of file can be played including MPEG, DivX and MOV files).

28.1 Playback Controls

The playback controls allow the DVD or movie file to be played, stopped, paused, etc. **NOTE: The list of controls varies depending on whether you are playing a DVD, exploring a DVD or playing a movie file.**

Most of the controls also have keyboard shortcut equivalents, so you can control the DVD or movie file directly with the keyboard, while still watching it. The **keyboard shortcuts** are detailed in the shortcuts section at the end of this document.

Press the Escape key when the DVD or movie is playing to show the list of controls. (The DVD or movie file will continue to play in the background while you operate the controls). Use the up and down arrow keys to move up and down the list of controls and the enter key to select a particular control. Press the Escape key again when using the controls to close the DVD and Movie Player.

Play DVD: Starts the DVD playing, or continues playing if the DVD was previously paused.

Play from Start: Forces the DVD to play from the start. (Shortcut key: Home)

Show DVD Title Menu: Shows the DVD's own on-screen menu. There is no need to use this option, as all of the DVD's features can be accessed through the other controls on the Guide menu. (Shortcut key: CTRL+Home).

Pause: Pauses a playing DVD. If the DVD is already paused, this will start it playing again. (Shortcut key: Space Bar).

Stop: Stops the DVD playing and positions it back to the start again.

Fast Forward: Plays the DVD forward at about 4 times the normal speed. Guide speaks out the current position as it plays. The screen will show the DVD playing fast, but no sound will be heard. Select the Fast Forward or Play DVD controls again to proceed through the DVD at the normal speed. (Shortcut key: Right Arrow).

Skip Back: Jumps back through the DVD by about a minute. Playback resumes automatically from this new position. (Shortcut key: Left Arrow).

Next Chapter: Moves to the next chapter of the DVD. Guide speaks out the chapter number. Most, but not all, DVDs are split into chapters, and makes it easy to navigate back and forwards through the DVD. (Shortcut key: Page Down).

Previous Chapter: Moves to the previous DVD chapter. Guide speaks out the chapter number. (Shortcut key: Page Up).

Jump Forwards 3 minutes: Moves to a position in the movie 3 minutes ahead of the current position and continues playing from that new position. (Shortcut key: Page Down).

Jump Backwards 3 minutes: Moves to a position in the movie 3 minutes back from the current position and continues playing from that new position. (Shortcut key: Page Up).

Next Title: Some DVDs include several titles. For example, the main movie and a bonus extra movie. Use this option to play the next title. Guide speaks out the title number. (Shortcut key: CTRL+Page Down).

Previous Title: Plays the previous title. Guide speaks out the title number. (Shortcut key: CTRL+Page Up).

Switch to Next Audio Track: Some, but not all DVDs have several audio tracks, so you can listed to the movie in different languages. Some DVDs also include an audio track that includes audio description. This options switches the audio track to the next available one. Guide speaks out the number of the audio track. (Shortcut key: A).

Switch to Previous Audio Track: This options switches the audio track to the previous one. Guide speaks out the number of the audio track. (Shortcut key: CTRL+A).

Switch to Next Subtitle Track: Some, but not all DVDs have several subtitle tracks. Usually the different subtitle tracks are in different languages. Use this option to show the next available subtitle track. Guide speaks out the number of the current subtitle track. (Shortcut key: S).

Switch to Previous Subtitle Track: Use this option to show the previous subtitle track. Guide speaks out the number of the selected subtitle track. (Shortcut key: CTRL+S).

Increase Volume: Increases the audio volume of the DVD. (Shortcut key: Up Arrow).

Decrease Volume: Decreases the audio volume of the DVD.
(Shortcut key: Down Arrow).

DVD Duration: Guide speaks out the current position in the movie, along with the total duration of the movie. (Shortcut key: F10).

Help: Shows the DVD Controls help page. (Shortcut key: F1).

Close DVD / Movie Player: Closes the DVD and Movie Player.
(Shortcut key: Escape).

29. My Finances

Manage your finances with the Finance Manager. This can be used to keep lists of your incomings and outgoings and produce reports of any balances!



There are five options on the My Finances Menu:-

Option 1. Money In List. Select this option to record any incomings. At the bottom of the list are options to Add New entries to the list, or print the list. To delete an entry from the list, use the up and down arrows to find the entry, then press the Delete key on the keyboard.

Option 2. Money Out List. Select this option to record any outgoings. At the bottom of the list are options to Add New entries to the list, or print the list. To delete an entry from the list, use the up and down arrows to find the entry, then press the Delete key on the keyboard.

Options 3. Financial Summary. Use this option to generate a summary report of your incomings and outgoings over a particular period of time. First, you will be asked to select a date range for this report. The report will then display the following information: total income, total outgoings and losses or gains. The report may also be printed.

Option 4. Financial Account. This option allows you to keep different lists of incomings and outgoings for different accounts. The list of money in and money out for each account are kept separately.

Option 8. If you wish to delete from either or both of your lists, use this option. You can select a date range of information to delete and delete from both lists at the same time or just one list at a time.

29.1 Recording financial transactions

Record your financial incomings and outgoings in the Money-In and Money-Out Lists. At the bottom of each list is an option to add a new entry. If the enter key is pressed on this option, Guide will ask

you for the date, description and amount of the transaction. Entries can typed in to the lists in any order.

Money In List		
01-01-2009	Pay	£1,000.00
10-01-2009	Birthday money	£156.00
01-02-2009	Pay	£1,000.00
16-02-2009	eBay sales	£255.55
> Add New		
> Back		
> Print		

Money Out List		
02-01-2009	Electricity bill	£100.00
03-01-2009	Water bill	£59.00
02-02-2009	Night out	£75.00
18-02-2009	Council tax	£120.55
> Add New		
> Back		
> Print		

To edit or delete an entry from either list, use the up and down arrow keys to select the particular item, then press the enter key. A menu will then be displayed which allows you to either edit or delete.

Use the Print option at the bottom of either list to print the list.

29.2 Financial reports

The Financial Reports section of My Finances can be used to query and summarise total income and outgoings over a specific period of time.

Guide will ask for the date range, then display a summary of the information required. If the date range is left blank, Guide will show a summary for all transactions.

Financial Summary: All Dates	
Total In	£2,411.55
Total Out	£354.55
Total Balance	£2,057.00
> Back	
> Print	

30. Instant Messenger

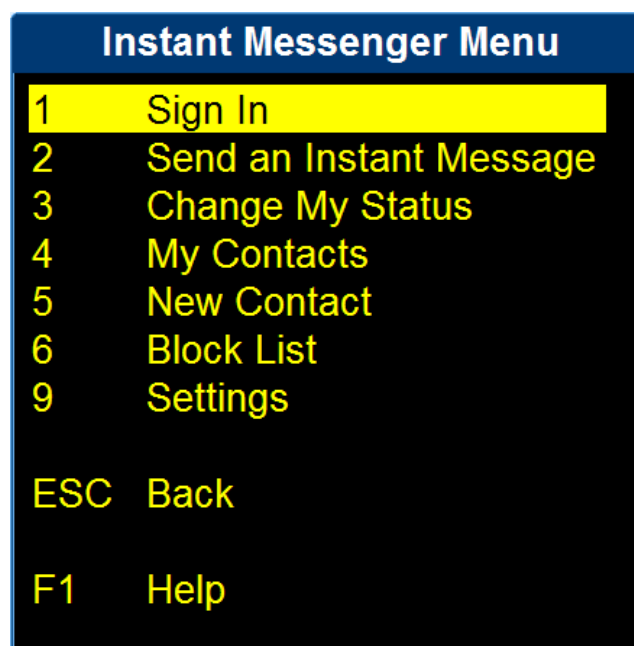
30.1 What is Instant Messenger?

Instant Messenger (similar to MSN Messenger) is a program that allows the sending of small messages, that popup on another persons machine immediately, as soon as they're sent. It's a bit like mobile phone texting, but between computers instead.

The online status, whether the person is at their computer or not, is also shown when sending a message. Messages can be sent between just two people or whole groups of people.

30.2 Instant Messenger Menu

Use option 8 on the Guide Extras menu to show the Instant Messenger Menu. When using other parts of Guide, you can use the CTRL + ALT + M shortcut key combination to take you directly to the Instant Messenger Menu.



30.3 Signing in and out

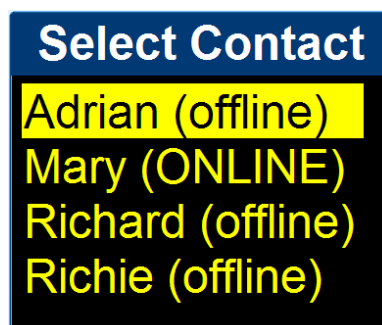
Select option 1 on the Instant Messenger menu to sign in. You will then be asked for your username and password. Use your MSN, WebMessenger, Microsoft Windows Live or Passport username and password. If you do not have a Messenger username and password, please contact us for assistance.

When successfully signed in, option 1 on the menu changes its name to Sign Out. Use this option to sign out if you have finished using Instant Messenger.

You need to be signed in to send messages or receive messages. Once signed in, you can use other parts of Guide. You received messages will still be read out to you.

30.4 Sending a message

Select option 2, to Send an Instant Message. If you are not already in a conversation with someone, a list of your instant messenger contacts will be displayed.



If you are in a conversation with someone already, the main Messenger screen is displayed (see below).

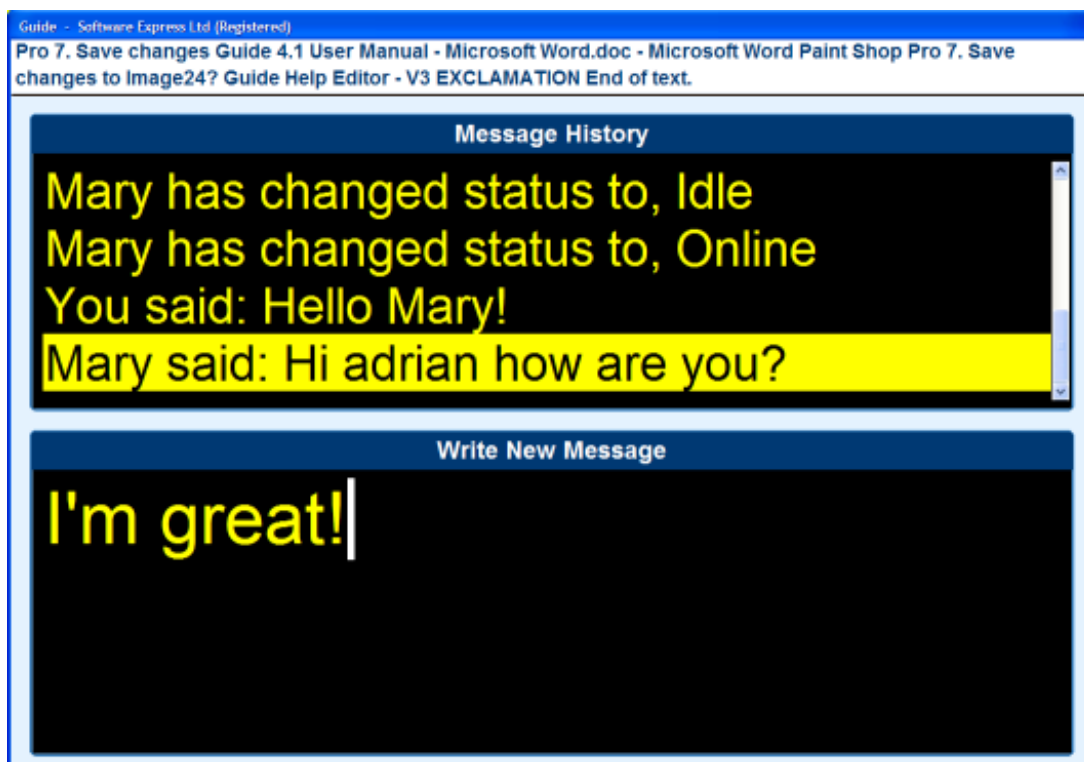
Use the up and down arrow keys to select a contact to send a message to. As you move up and down the list of contacts, the persons name, along with their online status is spoken out. Only contacts who are online can have messages sent to them.

The list is alphabetical. Press the first letter of a contacts name to find them in the list.

After selecting an online contact, press enter to continue. The main messenger screen will then be displayed.

30.5 The Main Messenger screen

The main messenger screen is where you can type messages to other people and also review messages you have been sent.



When this screen first displays, Guide announces who you are chatting to.

The screen is split into two parts. The top half contains a list of the chat history. The bottom half of the screen is where you type your messages to people.

30.5.1 Sending a message

To send a message just start typing, then press enter when you have finished. Your message will be removed from screen, ready for you to type the next one.

It is possible to chat to more than one person at once. If you have started several conversations, Guide will ask you which conversation you wish your message to be sent to.

See the Actions Menu below for details of other message options, including inserting smileys into your messages.

30.5.2 Chat history

A history of messages is kept, so you can read a message again or catch up on what's been said, while you've been momentarily away from your computer. When you sign out, the chat history is deleted.

To review the chat history and read a message again, press the CTRL+Up Arrow or CTRL+Down Arrow keys. The latest message is at the bottom of the list.

30.6 Receiving messages

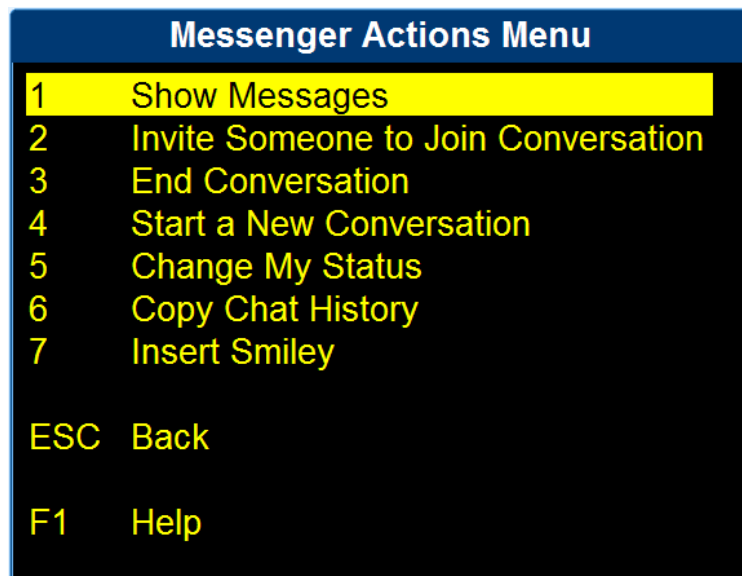
When a message is received, Guide reads out the incoming message and it is put in the chat history. Even if you are using another part of Guide the message is still spoken out and put in the chat history.

If you are signed in, Guide will also give you audible messages when people on your contacts list sign in or out, or change their online status.

If someone adds your username to their list of contacts, you will get an additional message telling you of this. See the F1 help in Guide for more details about this.

30.7 Message actions

Press the Escape key when the main messenger screen is being used and Guide will show the Actions menu, where you can invite someone extra to a conversation, start a new conversation, end a conversation or insert a smiley into a message.



The actions available are:-

1. Show Messages. Takes you back to the previous Messenger screen, where you can type a new message or review the history.

2. Invite Someone to Join Conversation. Allows additional contacts to be brought into a conversation. In a multiple-person conversation everyone in the conversation will receive all messages.

3. End Conversation. Allows a particular conversation to be ended.

4. Start New Conversation. This option starts a new one-to-one conversation with someone.

5. Change my Status. Other Instant Messenger users can see your online status, if you have not blocked them from doing so on your block list. Use option 5 to change your status. A list of available statuses will show. Typical statuses include online, out to lunch, busy, etc.

6. Copy Chat History. Copies all of the chat history to the clipboard, since you started Guide and signed in to Instant Messenger. Use CTRL+V to paste the chat history into a Guide document or email, etc.

7. Insert Smiley. A smiley is a simplified representation of a smiling face, which is made from a sequence of keyboard characters. In messages these are used to represent a person's mood or emotion. An example of a smiley is a colon, followed by a right bracket. If you angle your head to the left this combination of characters looks like a smiley face :) There are lots of other combinations that look like sad faces, surprised faces, etc. Use this option to easily insert a smiley from a list of available smileys.

30.8 Adding a new contact

Type in the Instant Messenger username of the person you wish to add, then press enter to continue. Instant Messenger usernames look like email addresses. However, a person's Instant Messenger username may be different to their actual email address.

If the username is correct, Guide will automatically add this person to your list of contacts and set their security to allow. The new contact will therefore be able to send you messages and see your online status.

Before you can send them a message and see their online status, they will get a message on their screen and will have to either allow or block you. If they allow you, you will be able to send them messages and see their online status. If they block you, you will not be able to send them messages and see their online status.

If, at a later point in time, you wish to block this contact from sending you messages or seeing your online status, use either the Block List or My Contacts on the main Instant Messenger menu, and set their security status to Blocked.

30.9 Security: Allowing and blocking contacts

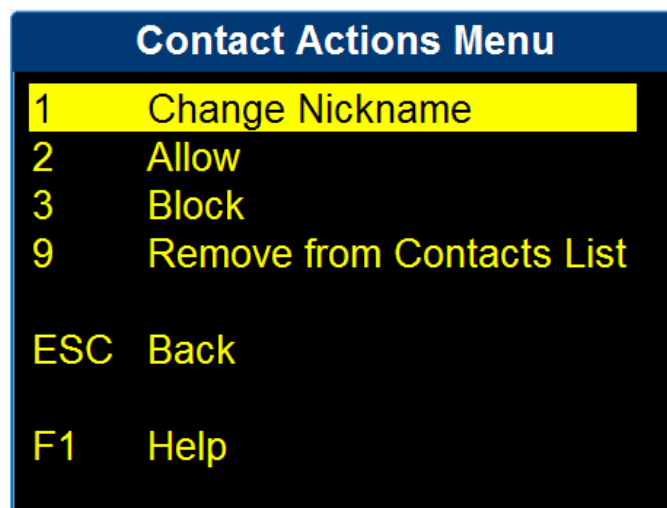
If a person is blocked, then cannot send you messages or see your online status. If they are allowed, they can send you messages and see your online status.

The My Contacts List and the Block List are basically the same. However, the contacts list only shows contacts, whereas the block list shows all people.

The list of people in the My Contacts list can be basically thought of as your favourite contacts. They can be both removed from this list and added back to it. Contacts can also be blocked which will stop them from being able to send you messages and seeing your online status. When a contact is removed from the My Contacts list, they can still be seen on the Block List. From the Block List they can be restored to a contact again if needed.

30.9.1 My Contacts

The My Contacts list shows a list of all people you have marked as contacts. For each person in the list you can perform the following actions.



1. Change Nickname. Give a short nickname to this contact. The nickname will only be visible by you and will not show on any messages you send. Instant messenger usernames are normally email addresses, which do not sound that friendly when spoken by the computer. Use this option to give each of your contacts a nice, short and friendly name.

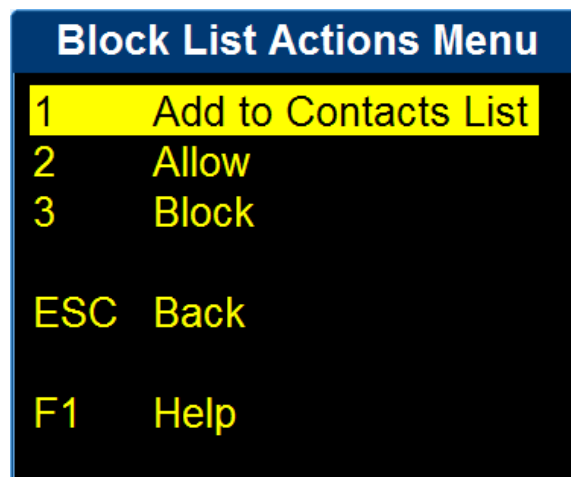
2. Allow. Change the security status of this contact to allow. They will be able to send you messages and see your online status.

3. Block. Change the security status of this contact to blocked. They will not be able to send you messages and see your online status.

9. Remove from Contacts list. If you remove a contact from your contacts list, you may also want to still block or allow this contact to send you messages. The removed contact is placed in the Block list. From the Block list you can allow or block the person and also add them back to the contacts list again.

30.9.2 Block List

The Block List shows a list of all people, contacts or not. For each person in the list you can perform the following actions.



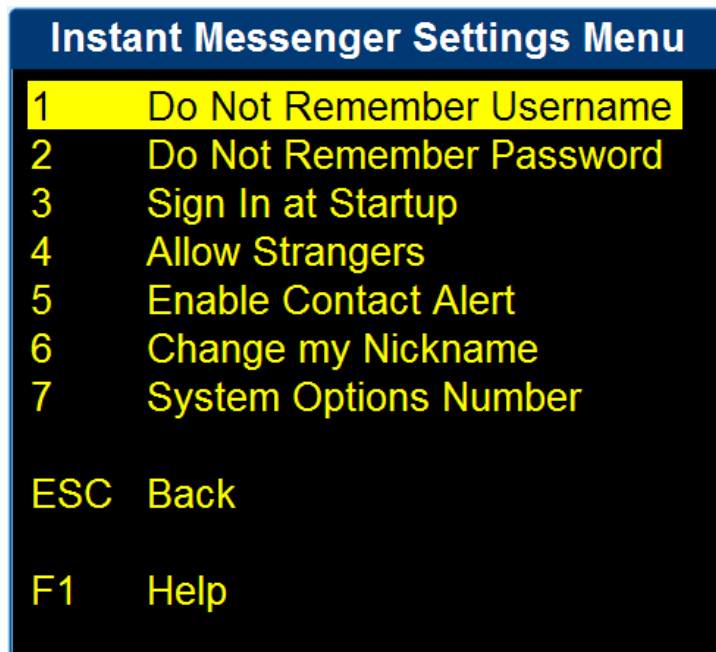
1. Add to Contacts List. Use this option to add the selected person to your list of Contacts. They will then appear in the My Contacts list and you will be able to send them messages.

2. Allow. Change the security status of this contact to allow. They will be able to send you messages and see your online status.

3. Block. Change the security status of this contact to blocked. They will not be able to send you messages and see your online status.

30.10 Instant Messenger settings

From the Instant Messenger Menu, select option 9 for Settings.



The following settings are available:

1. Do Not Remember Username. Use this option to make Guide either remember or not remember the last username used with Instant Messenger.

2. Do Not Remember Password. Use this option to make Guide either remember or not remember the last password used with Instant Messenger.

3. Sign In at Startup. Use this option to make Guide automatically start Instant Messenger when Guide starts, or not. For this option to work, the username and password options above must be set to remember and you must have signed in to Instant Messenger as least once.

4. Allow Strangers. A stranger is someone who is not in either the My Contacts list or Block List. This option can be used to either allow or block strangers.

5. Disable Contact Alert. A contact alert happens when someone adds you to their list of contacts. If Contact Alert is enabled, you will get a message and the person will be added to the Block List with an undefined allow or block security status. It is up to you to either allow or block them by using the Block List. If Contact Alert is disabled, you will not get a message, but the person will still be added to your block list with undefined security status.

6. Change my Nickname. Unless someone has created their own personal nickname for you, you will appear in their Instant Messenger as the name you type here. If you do not type a name in here, your full username will be used instead.

7. System Options Number. Do not type anything in here unless asked to do so by a support engineer.

31. Remote Support

The Remote Support feature in Guide allows our support engineers and telephone trainers to see your screen and control your computer remotely, through their computer. This then enables them to see what you are typing and fully control your computer, if required. This is all done via your Internet connection.

From the Guide Extras Menu, select option 9 for Remote Support.

To use the Remote Support feature you must first contact us, then start the Remote Support process by typing in a special security code. Only when you start off the Remote Support process by typing in the security code, can we access your computer.

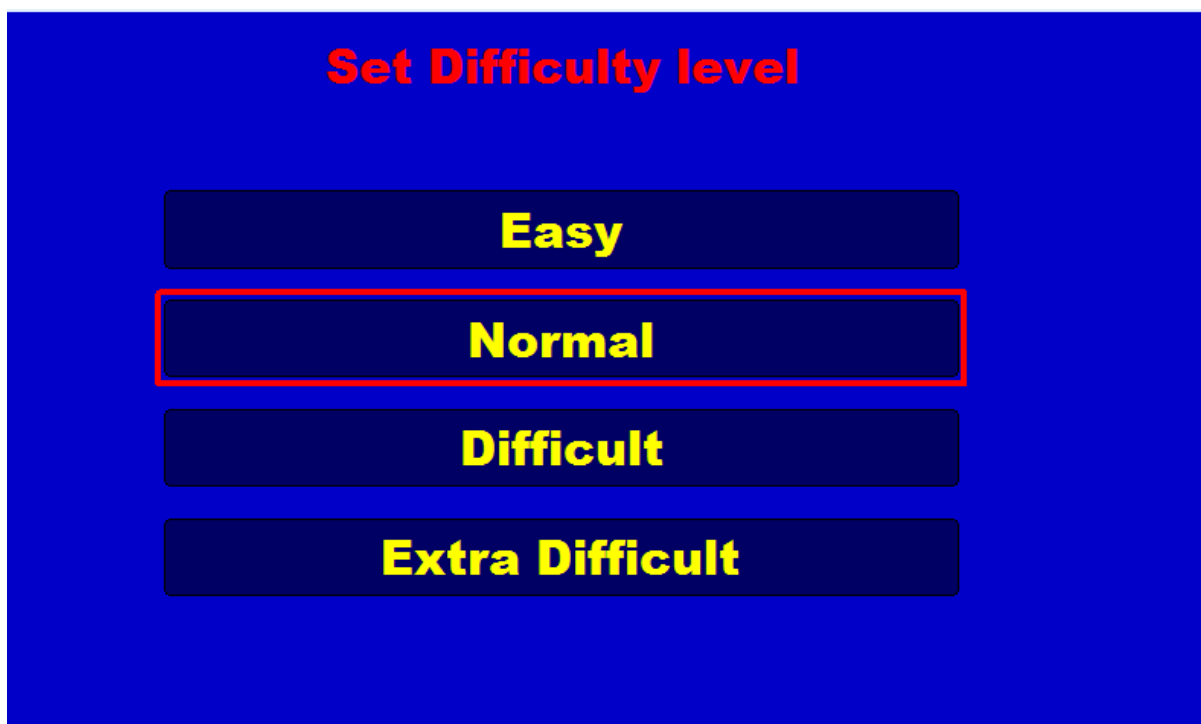
32. Games

If you have a few minutes to spare then why not try one of our featured games!

There are currently 3 games to choose from (Anagram, Hangman and Kountdown) and a typing tutor.

32.1 Anagram

The object of this game is to decipher a word from the jumbled letters. There are 4 difficulties to choose from – Easy (4 letter words), Normal (7 letter words), Difficult (10 letter words) and Extra Difficult (16 letter words).

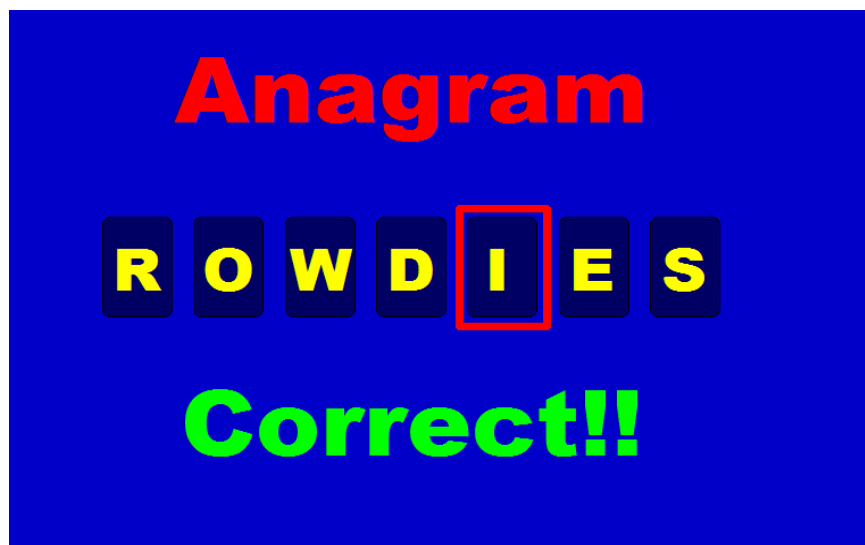


Select the difficulty by using the up and down arrow keys. Press the Enter key to proceed.

To play the game you use the left and right cursor keys to highlight and listen to the individual letters in the word. To reposition any of the letters press the Enter key to pick it up. Now use the cursor keys to reposition this letter, press the Enter key again to drop the letter into its new place. Guide will read out the letters again in the new order they appear.



When you have placed all the letters in the correct order, Guide will let you know you have won the game.



If you can't manage to solve the puzzle you can always find out the answer by pressing the Escape key and selecting the option to Show the Answer.

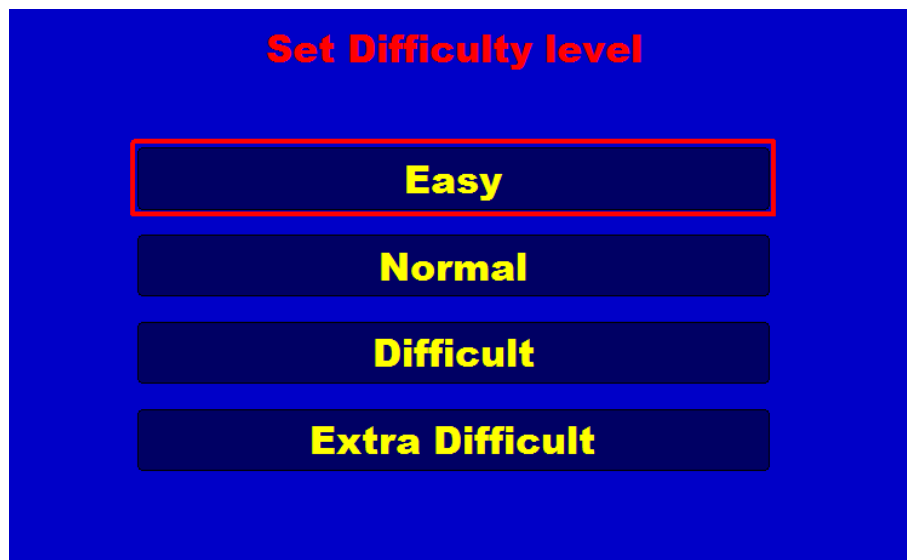


When you have finished the game, press the Escape key to either select a new game or go back to the game menu.

32.2 Hangman

The object of the game is to guess the word by selecting random letters from the alphabet, if you guess a letter correctly you will be one step closer to winning the game. Each time you guess incorrectly the 10 parts of the hanging man are drawn on screen. When the final part is drawn, the man is hung and the game is lost!

There are 4 difficulties to choose from – Easy (4 letter words), Normal (7 letter words), Difficult (9 letter words) and Extra Difficult (12 letter words).



Select the difficulty level by using the up and down arrow keys.
Press the Enter key to continue.



You will be given a blank space for each letter of the word you're guessing and a grid containing all the letters of the alphabet.

Use the arrow keys to move through the letters of the alphabet grid and press the Enter key to select a particular letter (or just press the letter you want to select on the keyboard). The arrow keys can also be used to explore the letters of the word being guessed.

If the letter selected is in the word, Guide will place that letter in the correct location within the word you're guessing. If the chosen letter is incorrect, Guide will tell you what part of the hangman is being drawn and how many lives you have left. You cannot select the same letter twice.

A hint option is provided if you need help with finding the correct letters in the word. To use this option press the Escape key and select Hint from the menu.



The Hint option will automatically fill in one of the missing letters for you.

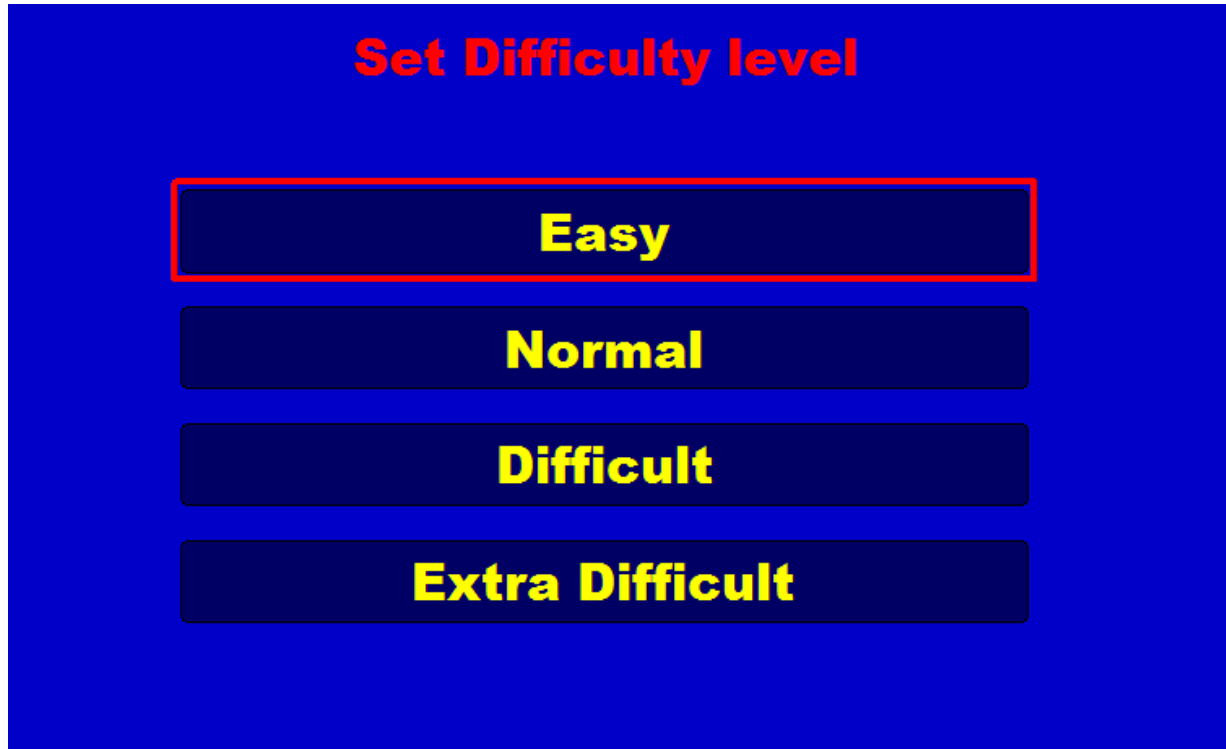
If you can't manage to solve the puzzle you can find out the answer by pressing escape and selecting the menu option to Show Answer.

When you have finished the game, press the Escape key to either select a New Game or go back to the Game Menu.



32.3 Kountdown

The object of the game is to get to a target value using the 6 numbers provided, but by only using 5 calculations.



There are 4 difficulties to choose from – Easy, Normal, Difficult and Extra Difficult. Select the difficulty by using the up and down arrow keys. Press the Enter key to continue.

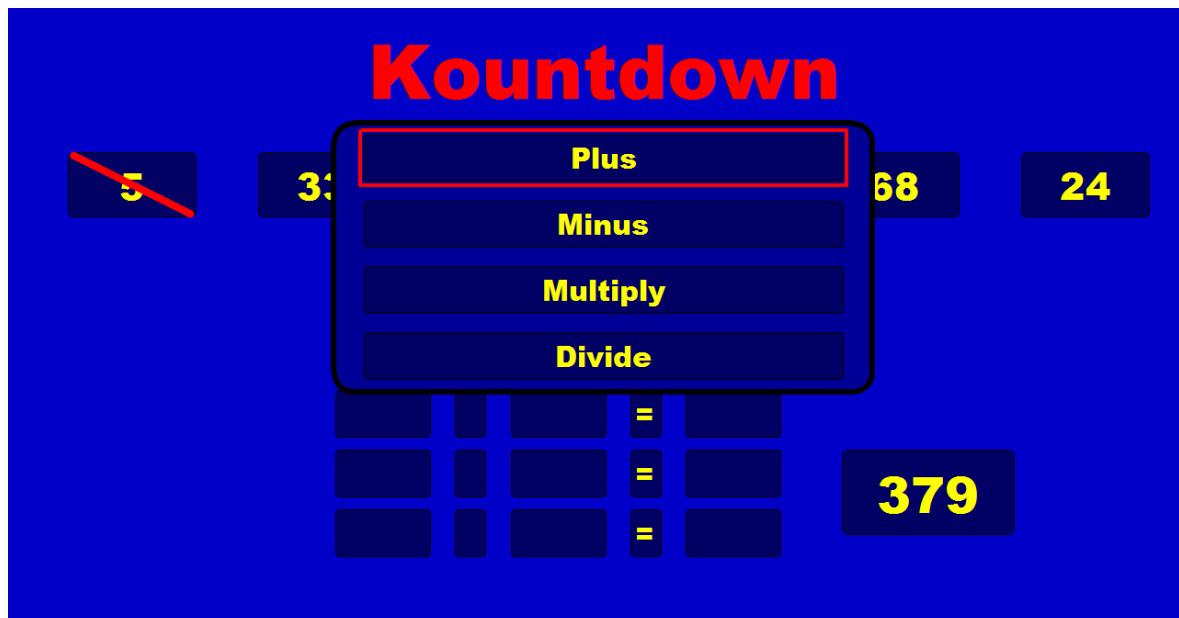
When the game starts, Guide will read out, and display on screen, the target number and the 6 numbers you have been given to reach this target.



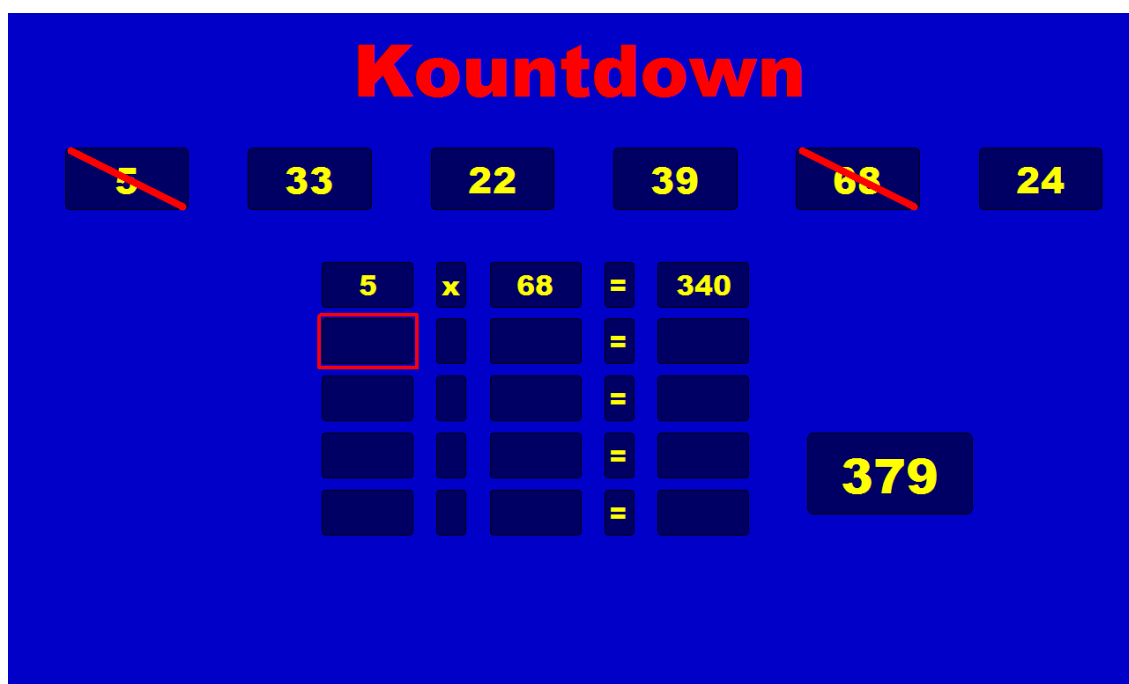
To start forming the first line of calculations, press the Enter key. (A line of calculation will be something like $2 + 1 = 3$). A list of available numbers allowed to be used in the calculation will display. Use the up and down arrow keys to select a number and the Enter key to proceed. This is first number in calculation.



Guide will now ask for the operator in this calculation. This will be Plus, Minus, Multiply or divide. Select one from the list and press the Enter key to continue.



To complete the calculation press the Enter key to select one of the remaining numbers. Guide will then work out the total, and this line of calculation will be complete.



Use the arrow keys to explore both the 6 available numbers at the top of the screen or any of the completed calculation lines. If you arrow past the last completed calculation line, the target value is highlighted and spoken out.

After completing a line of calculation, the total from this calculation becomes available as a number to use in the next calculation line.

Complete all five calculation lines, so that the total of the last calculation is the same as the target value.



If you can't manage to solve the puzzle you can show the answer by pressing the Escape key and selecting the option Show Answer. When you have finished the game you can press Escape again to either select a New Game or go back to the Game Menu.

32.4 Basic Typing Tutor

The basic typing tutor helps you quickly and easily learn the basics of touch typing. There are 16 lessons to choose from, each of which focuses on a particular set of keys on the keyboard.

Each lesson is graded, so you can monitor your progress and repeat lessons where you have not reached Grade A!

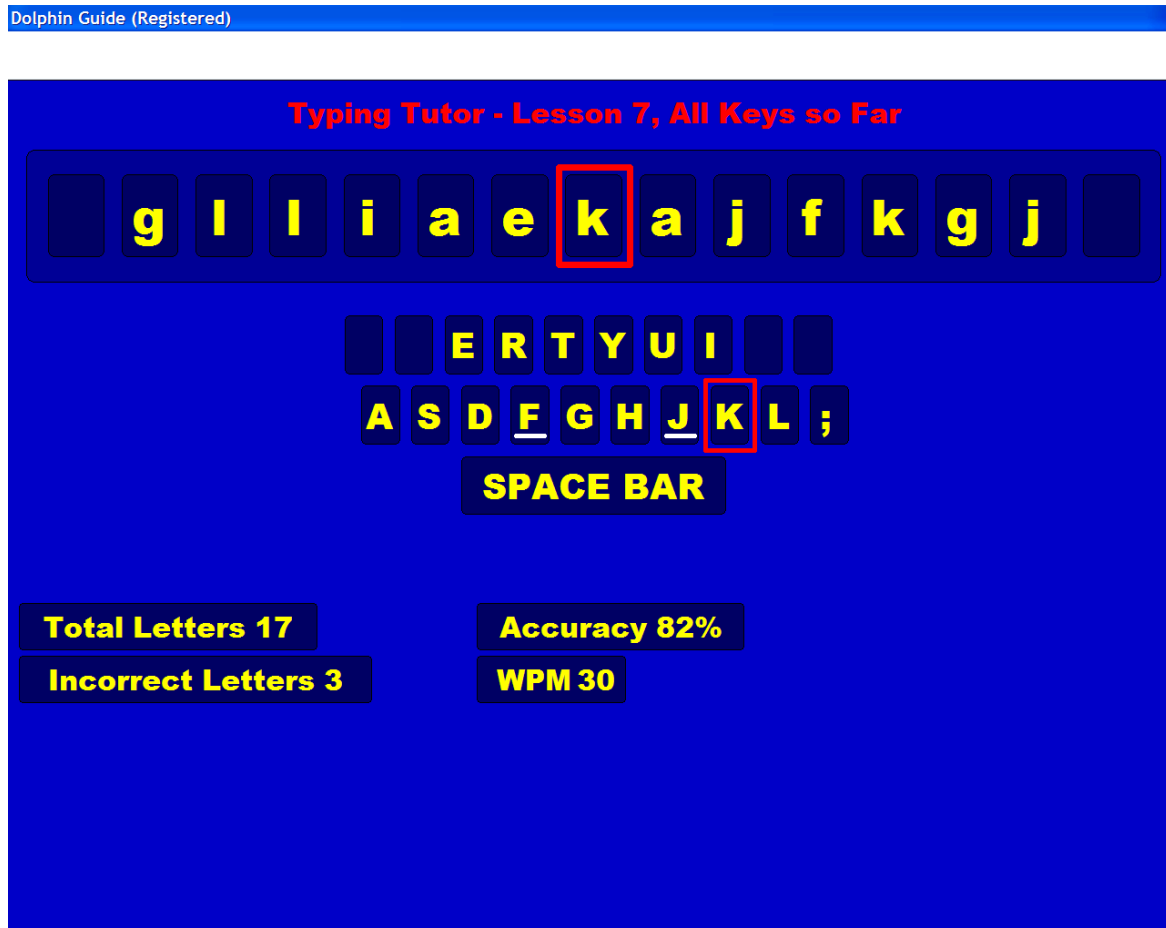


Use the up and down arrow keys on the keyboard to select a particular lesson and press the Enter key to continue.

The first lesson focuses on hand positioning, which is very important for touch typing. In summary place the left index finger on the letter F, the right index finger on the letter J. The other fingers on the adjacent keys and the thumbs on the space bar.

The second and all subsequent lessons have the same format, but focus on different keys on the keyboard. When one of these lessons

is selected, the middle of the screen shows the letters on the keyboard that are being focused on. The top of the screen shows the letters that Guide wants you to type. The screen can be magnified and Guide also reads out the next letter to be pressed.



Press the letter that Guide has asked for. If you press an incorrect letter, Guide will tell you. Try again until the correct letter is pressed. Guide will then indicate the next letter to be pressed.

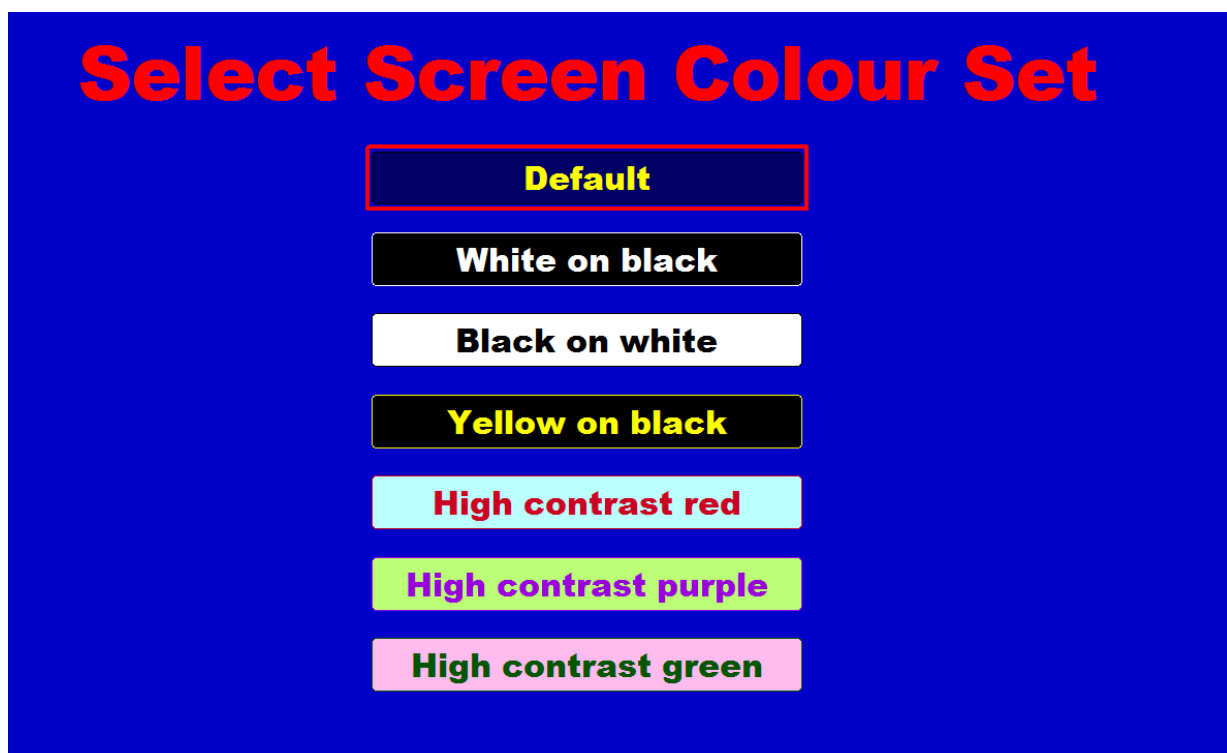
The lessons do not have a time limit. Use each one for as long as feel necessary. As you work through the lesson, Guide keeps a note of your accuracy and estimated words per minute. The grade for this lesson will be based on these figures. Press F4 to hear a summary of these figures.

Press F1 on any lesson screen to read further help specific to that lesson.

When you press the Escape key and return to the lesson menu a grade will be listed for the lesson just completed. The grade listed will be the best grade ever achieved for that particular lesson. Use the Reset Grades button at the bottom of this screen to reset the grades.

32.5 Game screen colours

Use the up and down arrow keys to select a colour scheme for the Guide games. This setting affects all games, but does not affect the rest of Guide.



The available colour schemes are:-

Default	Yellow text on a black background
White on black	White text on a black background
Black on white	Black text on a white background
Yellow on black	Yellow text on a black background
High contrast red	Red text on a light blue background
High contrast purple	Purple text on a light green background
High contrast green	Green text on a light pink background

33. APPENDIX A

33.1 Installing Guide on multi-user workstations

If Guide is to be used on a computer where the user will have restricted permissions on that computer, Guide must be installed in a particular way. This usually only applies to computers in public places, like colleges, libraries or computers in a work place.

1. Login to the computer with local administrator permissions and install Guide normally. When the computer re-starts, login again as the local administrator and activate Guide.
2. After activation completes, close Guide and return to the Windows desktop.
3. You can now log-off as the administrator and login as the restricted user.

For a multi-user computer, Guide will keep individual settings for each user on that computer.

34. Function Keys

The function keys, which form the top row of keys on your keyboard, have been assigned special tasks within Guide.

Note: They do not need to be remembered or used in the basic operation of Guide!

F1	This is the help key. Press it on any screen to open a Help Page for that screen. Each Help Page will give you information on your options for that screen.
CTRL + F1	Shows a detailed list of all the shortcut keys available for use in Guide.
F2	When typing a letter or email, use this key to tell Guide where the start and end of a portion of text is. You can then delete this text, change its colour or size, etc
F3	Read out text, sentence by sentence, backwards up a document, letter, email, etc
F4	Read out text, word by word, backwards up a document, letter, email, etc
F5	Read out text, word by word, forwards down a document, letter, email, etc
F6	Read out text, sentence by sentence, forwards down a document, letter, email, etc
F7	Opens the Spell Checker Menu when you are writing a letter, document or email, etc.
CTRL + F7	Opens the Dictionary / Thesaurus when you are writing a letter, document or email, etc.
F8	Starts Guide talking again

F9	Stops Guide talking
F10	Speaks the current day, date and time
F11	Increases the speed of the voice
Ctrl + F11	Decreases the speed of the voice
Shift + F11	Changes voice (switches between available voices)
F12	Increases magnification
Ctrl + F12	Decreases magnification
	(Keep the ALT key pressed while pressing the F12 or CTRL+F12 keys, to set the magnification for all screens – This only works when on the Main Menu).

Other keys:

Esc	Pressing the escape key (top left hand corner of the keyboard) on a menu will close the current menu and take you back to the previous one. The escape key is also used in other parts of Guide as a means of telling Guide to go back a stage or to close things like lists.
Enter	Press the enter key on a menu or list to select an option. The enter key is also used in other parts of Guide as a means of telling Guide to move forward to the next stage, for example, when entering an email address and subject, or entering an address in your Address Book.
Delete	Press the delete key on the keyboard to delete the currently selected item in a list. This can be used to delete an email, an address in your Address Book or a saved letter, etc.

Please Note: You do not need to remember all of these keys, and their functions, in order to successfully use Guide. The most important function key is the F1 key. This will show the Help Page for each screen, where further details about the use of any function keys will be available.

35. Shortcut Keys

Note: These shortcut keys are provided to allow certain tasks in Guide to be achieved more quickly. You can use just about all of Guide's features, without needing to remember or use any of these shortcut keys!

To use a shortcut key combination, press the two or more keys at the same time. For example, to use the short cut CTRL + A, press the CTRL key on the keyboard first, keep it held down, then press and release the A key. Finally, release the CTRL key.

35.1 Shortcut keys when dealing with text in letters and documents, emails or the text-only Web Browser, etc.

SHIFT + Right Arrow	Use this shortcut to select individual letters, words or paragraphs in a document or letter. Position the cursor at the start of where you wish to highlight, then press the short cut key. Each time you press the right arrow key, one more letter will be selected. You can then delete, cut and paste or format the selection in some way, by using further shortcut keys. An easy alternative to this shortcut is to use the F2 key.
SHIFT + CTRL + Right Arrow	Similar to the above shortcut, but will select a whole word at a time.

CTRL + A	Selects all words and paragraphs in a document or letter. When used on an email list, address book list or file list, it will select all emails, all address book entries, or all files, ready for them to be deleted. Press the delete key to then delete all those emails, address book entries or files.
CTRL + X	Cuts out (deletes) the selected text and holds it in the computer's memory, where it can be optionally pasted somewhere else in the document or letter.
CTRL + C	Copies the select text, and holds it in the computer's memory (the clipboard), ready to be pasted elsewhere in the document or letter.
CTRL + V	Pastes any text held in memory into the document at the point where the cursor is currently positioned.
CTRL + B	Makes the selected text Bold
CTRL + U	Makes the selected text <u>Underlined</u>
CTRL + I	Makes the selected text <i>Italic</i>
CTRL + T	Changes the font face of the selected text. Press repeatedly to scroll through a list of available font faces.
CTRL + S	Increases the size of the selected text. Press repeatedly to cycle through a list of available sizes. If an image is currently selected, this shortcut increases the size of the image.
CTRL + Shift + S	Decreases the size of the selected text. Press repeatedly to cycle through a list of available sizes. If an image is currently selected, this shortcut decreases the size of the image.

CTRL + M	Insert Image. (Also see CTRL + S for resizing the image)
CTRL + O	Changes the colour of the selected text. Press repeatedly to scroll through a list of available colours.
CTRL + N	Changes the selected text and removes all bold, underline, size and colour, etc formatting.
CTRL + E	Aligns the selected text or current paragraph centrally on the page.
CTRL + L	Aligns the selected text or current paragraph on the left hand side of the page.
CTRL + R	Aligns the selected text or current paragraph on the right hand side of the page.
CTRL + .	Repeats the text you have typed, since last pressing this shortcut key.
CTRL + SHIFT + F5	Reads out each letter in a word phonetically, reading forwards through the letters. Each letter will be pronounced Alpha, Beta, Charlie, Delta, etc.
CTRL + SHIFT + F4	Reads out each letter in a word phonetically, reading backwards through the letters. Each letter will be pronounced Alpha, Beta, Charlie, Delta, etc.
CTRL + F	Find a word or words. Guide will ask you for the word or collection of words to find, then will move the cursor to them and highlight them.
CTRL + G	After doing a CTRL + F, Guide will find the next occurrence of the word or words you are searching for.
CTRL + Q	Guide will count the number of the words in the document and read out the total.

CTRL + W	Save Now. If the document has been previously saved, this shortcut key will save any changes you have just made straight away, without the need to come out of the document.
ALT + X	Type your short code text first, then press ALT + X. The short code will be expanded to the full text.
ALT + Left ALT + Right ALT + Up ALT + Down	Pan around a document that is displayed in As-Printed page layout view.
CTRL + F8	Proof read the document. Similar to pressing F8, but full stops, brackets, commas, etc are read out in the document.
CTRL + Page Up CTRL + Page Down	When viewing a document in As-Printed page layout mode, these shortcuts take you to top of a particular page. If currently on page one somewhere, press CTRL + Page Down to go to the top of page 2. The cursor will be just before the very first character on page 2.
CTRL + Shift + F1	Say the formatting of text, including bold, font size, etc at the current cursor position.
Home	Move to the start of the current line of text. If in As-Printed page layout view, the current page number will also be announced.

35.2 Other Shortcut Keys

CTRL+P	<p>After pressing F1 to display a Help Page, you can press CTRL+P to print out that particular page. The size of the printed text will be similar in size to that of the text on screen. To make this printed text bigger, use the F12 magnification key to adjust the screen text size accordingly.</p>
Space	<p>The space bar has a special function when working with a list of items, such as emails or addresses.</p> <p>Use the up and down arrow keys to choose an item in the list, then press the space bar to select that item. Repeat this process to select several items.</p> <p>Use this feature to select and delete more than one email at a time, to select and delete several letters or documents or to select multiple addresses, when sending one email to many people.</p>
CTRL+0	<p>This will turn off the Guide voice. Press CTRL+0 to turn it back on again. If Guide or the computer is shutdown and started again, the voice will be automatically turned back on.</p>

35.3 Shortcut keys when using the full Guide Web Browser

For first time users of the full Guide Web Browser, the only keys you need to use are the left and right arrow keys, for moving backwards and forwards through the text, the enter key to follow links and the escape key, to go back to the address box!

F12	Increases page magnification
CTRL + F12	Decreases page magnification
Right Arrow →	Moves to the next piece of text, link, button, etc
Left Arrow ←	Moves to the previous piece of text, link, button, etc
Enter	If you have just moved onto a link, pressing the enter key will follow that link to the new page.
Escape	Takes you back to the address box at the top of the screen, where another web address or command can be typed. Type the word 'Quit' to come out of the browser and return to the Main Menu.
L	Jumps to the next link on the page. Press CTRL+ L to jump to the previous link.
N	Jumps to the next piece of text on the page (that's not a link). Press CTRL+N to jump to the previous piece of text.
H	Jumps to the next heading on the page. Press CTRL+H to jump to the previous heading.

CTRL + T	Converts all pages to a text-only version. Pages will show all text in your regular Guide colours. Press CTRL-T again to switch back to the full view.
CTRL + I	Switches between showing and hiding pictures on the page.
CTRL + P	Prints the current page in the colours as shown on screen. The cursor must be on the web page and not in the address box for this to work. For high contrast printing, switch to a text-only view first, by using the CTRL+T shortcut.
Shift + TAB	Same as left arrow. Move to the next piece of text, link, button, etc.
TAB	Same as right arrow. Move to the previous piece of text, link, button, etc.
F8	Automatic Reading. Press F8 for Guide to automatically read onwards from your current position on the page. To stop the automatic reading, just press the CTRL key or click anywhere on the page with the mouse. Guide is normally set to automatically read every page, as soon as it loads. If you do not wish Guide to automatically read every page, set the Auto Read setting to off in the Settings Menu.
Page Down	Scroll down the current web page by one page.
Page Up	Scroll up the current web page by one page.

Home	Jump to the top of the page.
End	Jump to the bottom of the page.
Backspace	Go back to the page you were just looking at.
CTRL + Backspace	Go forwards a page.
CTRL + Right Arrow	For magnification users, scroll page to the right.
CTRL + Left Arrow	For magnification users, scroll page to the left.
CTRL + Up Arrow	For magnification users, scroll page up.
CTRL + Down Arrow	For magnification users, scroll page down.
ALT + Right Arrow	For magnification users, move to the next piece of text, link, button, etc, which is immediately to the right of your current position.
ALT + Left Arrow	For magnification users, move to the next piece of text, link, button, etc, which is immediately to the left of your current position.
ALT + Up Arrow	For magnification users, move to the next piece of text, link, button, etc, which is immediately above your current position.

ALT + Down Arrow	For magnification users, move to the next piece of text, link, button, etc, which is immediately below your current position.
CTRL + A, then CTRL + C	Use these two shortcuts to select all text on a page and copy it to the clipboard. Use CTRL + V in another part of Guide to paste this text.

35.3.1 Web Browser address box commands

As well as www addresses, special commands can be typed into the web browser's address box.

Search	If something is typed which is not a www address or a command, Guide will automatically search the Internet for all pages matching your search words. A new web page showing the list of results will be displayed. Alternatively, type the word Search followed by your search words. Guide will then search for pages matching your search words.
Quit	Type the word Quit to close the web browser and return to the Guide Main Menu
Close	If multiple pages are open, type the word Close to close the current page. When the last page is closed, you will be returned to the Main Menu.
Help	Type the word Help or press the F1 key to see more help when using the web browser.
Back	Type the word Back to go back to the web page you were previously looking at. (Also see the backspace shortcut key above).

Forward	Type the word Forward after going back to a previous page. This command takes you forward again. (Also see the backspace shortcut key above).
Zoom	Type the word Zoom , followed by a number between 1 and 99. This sets the zoom / magnification of the page.
Favs	Type the word Favs or Favourites to show your list of favourite web sites.
Add Favs	Type the words Add Favs or Add Favourites to add the current page to your list of favourite web pages.
Hist	Type the word Hist or History to show a list of pages which have been recently viewed.
Links	Type the word Links to show a list of all links on a web page.
Find	Type the word Find , followed by a space, and then type the actual word you are searching for. Guide will then find that word on the page.
Print	Prints the current web page. For high contrast printing, switch to a text-only view first, by using the CTRL+T shortcut.
Home	Type the word Home to take you back to your homepage. Use the options screen to set your homepage.
Options	Type the word Options to show the options screen.

Further information about the full Guide Web Browser is available by pressing the F1 key when using the browser.

Note: The shortcut keys and commands above apply to the Full Guide Web Browser only and not the Guide Text-Only Web Browser.

35.4 Image and Handwriting Magnifier shortcut keys

The Image Viewer allows you to magnify pictures and handwritten documents which have been scanned in using your scanner, to enlarge images from a camera or to enlarge pictures attached to an email. In addition to magnification, the Image Viewer can rotate an image, change its brightness and contrast and even change its colouration. The shortcut keys for all these functions are listed below:

F12	Increase magnification of image
CTRL + F12	Decrease magnification of image
Page Up	Increase magnification of image
Page Down	Decrease magnification of image
Left Arrow	Move to the left side of the image
Right Arrow	Move to the right side of the image
Up Arrow	Move to the top of the image
Down Arrow	Move to the bottom of the image
Control + Left Arrow	Move in bigger steps to the left
Control + Right Arrow	Move in bigger steps to the right
Enter	Scrolls through the available image colourations

Home key	Move to the top of the image
End key	Move to the bottom of the image
C	Change the image contrast
B	Change the image brightness
L	Rotate the image to the left by 90 degrees
R	Rotate the image to the right by 90 degrees
N	Restores normal image. Removes all magnification and colouring from image
CTRL + P	Prints the image
CTRL + S	Speaks out any readable text on the image

35.5 DVD and Movie Player shortcut keys

When playing a DVD or a Movie File with the DVD and Movie Player, shortcut keys can be used to control playback while the DVD or Movie File is playing.

NOTE: The list of controls (and available shortcut keys) varies depending on whether you are playing a DVD or playing a movie file.

Escape Key	Press the escape key to show the Guide DVD and Movie Controls Menu. When this menu is showing press F1 for more help.
Arrow keys (DVD Discs only)	Use the arrow keys to select menu options at the start of the movie. Note: If you do not want to see the DVD menu at the start of the movie, play the DVD using option 1 instead on the Guide DVD

	and Movie player.
CTRL + Up Arrow	Increase volume.
CTRL + Down Arrow	Decrease volume.
CTRL + Left Arrow	Skip back by one minute.
CTRL + Right Arrow	Skip forward by one minute.
Space Bar	Pause or Play the movie. If the movie is playing, press the space bar to pause playback. If the movie is paused, press the Space Bar to start playback again.
CTRL + D	Next chapter. Most DVDs are split into chapters. Each chapter is generally 5 or 10 minutes long. Pressing CTRL + D starts playing the next chapter. An alternative to this shortcut key is the Page Down key.
CTRL + U	Previous chapter. Most DVDs are split into chapters. Each chapter is generally 5 or 10 minutes long. Pressing CTRL + U starts playing the previous chapter. An alternative to this shortcut key is the Page Up key.
CTRL + M	Show the DVDs own menu. Press this shortcut key when you are playing the movie and wish to show the DVDs own menu again.
CTRL + Q	Quit the DVD and Movie Player. The movie will stop and the Guide menu will display again.

A	Press the letter a to change the aspect ratio of the movie. This option is typically used to squash or elongate the movie, to make it look correct on the particular screen you are using.
K	Press K on the keyboard to toggle between the available subtitle tracks on a DVD. Some DVDs have multiple subtitle tracks in different languages.
L	Press L on the keyboard to toggle between the available audio tracks on a DVD. Some DVDs have multiple audio tracks that play in different languages or have extra audio description.
M	Mute. Press the letter M on the keyboard to mute the sounds. Press it again to restore the volume to normal.
N	Next title. If a DVD contains multiple movies, press N on the keyboard to play the next movie.
P	Previous title. If a DVD contains multiple movies, press P on the keyboard to play the previous movie.

35.6 Shortcut keys when sending Instant Messages

When writing a message, use CTRL + Up and CTRL + Down arrow keys to review the previous chat history.

CTRL + ALT + M: Use this to quickly jump to Instant Messenger from anywhere in Guide. If you use this shortcut key when editing a

document, Guide will give you a chance to save your work before jumping to Instant Messenger.

35.7 Shortcut keys when reading PDF Documents.

F5 or CTRL + M	Toggle between Line by Line Mode, Paragraph Mode or Magnify Mode
Arrow keys (Line/Paragraph mode)	Move to next line or next paragraph
Arrow keys (Magnification only mode)	Pan document
Page Up	Moves back one page
Page Down	Moves forward one page
Home	Moves to the beginning of a document
End	Moves to the last page of a document
F8	Read whole document from current position
CTRL	Temporarily stop reading
Escape	Close PDF document and return to Letter and Document menu
CTRL + P	Print PDF document
CTRL + F	Find a word in the PDF document
CTRL + G	Find the next occurrence of the searched for word

36. Shortcut keys for games

36.1 Anagram

Escape Key	Press the Escape key to show the Game Options Menu.
Arrow keys	Use the arrow keys to select the letters
Enter	Pick up and drop letters
CTRL + Up Arrow	Pan Up
CTRL + Down Arrow	Pan Down
CTRL + Left Arrow	Pan Left
CTRL + Right Arrow	Pan Right
Home	Sets view to normal mode

36.2 Hangman

Escape Key	Press the escape key to show the Game Options Menu
Arrow keys	Use the arrow keys to select the letters
Enter	Selects a letter from the alphabet grid
CTRL + Up Arrow	Pan Up
CTRL + Down Arrow	Pan Down
CTRL + Left Arrow	Pan Left
CTRL + Right Arrow	Pan Right
F4	Hint
Home	Sets view to normal mode
Spacebar	Gives you information about the game status

36.3 Kountdown

Escape Key	Press the escape key to show the Game Options Menu
Arrow keys	Reads the numbers
Enter	Shows available numbers and operators (Plus, Minus, Divide, etc).
CTRL + Up Arrow	Pan Up
CTRL + Down Arrow	Pan Down
CTRL + Left Arrow	Pan Left
CTRL + Right Arrow	Pan Right
F4	Hint
Home	Sets the view to normal mode
Spacebar	Gives you information about the game status
Backspace	Deletes a calculation line

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