

Purchase Questions:**1. Q: What is Prodigi?**

A: Prodigi is a new family of all-digital video magnifiers from HumanWare, consisting of 3 models: Prodigi Duo, Prodigi Tablet, and Prodigi Desktop.

2. Q: When can I buy it?

A: Prodigi Duo and Prodigi Tablet are shipping in August, 2013. Prodigi Desktop will be available in October, 2013.

3. Q: Where can I buy it?

A: You can buy Prodigi from your local authorized HumanWare Prodigi Dealer, or from HumanWare.

4. Q: What size LCDs do they come in?

A: The portable Prodigi Tablet has a 5 inch touch screen LCD. The Prodigi Duo Base and Prodigi Desktop come with either a 20 inch LCD, or a 24 inch LCD.

5. Q: Are there optional accessories I can buy?

A: Yes. There is a leather carry case for the Prodigi Tablet. Extra batteries for the Tablet are available, and the reading stand for the Tablet is optional. There are also extra power adapters for the Tablet and for the Base of the Duo or Desktop.

6. Q: What is the warranty on Prodigi?

A: There is a 1 year warranty for the Prodigi products. Additional extended warranties are available for purchase.

7. Q: How much is shipping?

A: Shipping depends on your point of purchase, where you are located, what you're buying and how you want it shipped.

8. Q: How much does it weigh?

A: The Tablet weighs 8 ounces by itself, 1.5 pounds boxed. The full Duo with LCD weighs about 22 pounds, or 34 pounds boxed (for the 20" LCD model).

9. Q: What if I have a problem?

A: Call our Technical Support at 1-800-722-3393. They will assist you with your problem.

10. Q: Can I take my Prodigi with me overseas and use it? What about power?

A: Yes. Prodigi products have universal input voltage, so they can be charged or work with 120V/60HZ or international standards like 240V/50Hz using the supplied power cables. Outlet plug adaptors for countries must be purchased separately.

11. Q: Is there a Car Charger available for the Tablet?

A: Not at this time.

12. Q: Can I buy a Tablet now and later get the Duo Base for it?

A: Yes, you can buy a Tablet now and at a later date purchase the LCD Base to complete the Prodigi Duo combination.

13. Q: Can I buy a Prodigi Duo (Tablet and Base) and also buy another Tablet? Will the extra Tablet work on the Duo base?

A: Yes. You can buy two Tablets and one base by buying a Duo and extra Tablet. Both Tablets will work in the base. However, each tablet will have its own set of documents and settings; they do not sync or mirror each other when docked in the base.

14. Q: Can I buy a Tablet and connect it to my own LCD or TV for larger viewing?

A: Not at this time. The Prodigi Tablet uses a special design docking station to connect to the Duo Base, and it is a connector which is not compatible with standard LCD or TV connectors.

15. Q: Can I buy a desktop only version of Prodigi without the Tablet?

A: Yes. This is called the Prodigi Desktop, with a built-in camera and microprocessor that is not removable or portable like the Tablet. It will be shipping in the fall of 2013.

16. Q: Can I buy batteries for the Tablet and replace them myself?

A: The Prodigi Tablet's batteries were custom designed to fit the unique format of the Tablet, so they are not at your local store. You must buy them from HumanWare. But you can remove and replace them yourselves.

Usage Questions:**17. Q: How easy is it to set-up and get started?**

A: There is a Getting Started document in the box to help you get it powered, and a built-in Easy Set-Up Tutorial inside the Prodigi Duo and Desktop, upon powering up. The Tutorial guides Users through set-up, how to use the Touch Pad, and best preferences for their vision needs. The User's Guide is built inside the unit, so it is available all the time.

18. Q: Can I use the Duo base without the Tablet?

A: No. You must have the Tablet docked into the base.

19. Q: Why is there no X/Y tray?

A: Prodigi lets you move your fingers on the touchpad, instead of your arms on the X/Y tray. You can see the entire document, pan and zoom easily, with less effort. Refer to the Tutorial or User's Guide for more information.

20. Q: Where are all the knobs and controls?

A: With Prodigi, you use a couple of small buttons, and the rest of the time you simply use your fingers to touch and tap, to pan, zoom in, zoom out, and navigate. There is a built-in Set-up Tutorial to learn how to use the Touch Pad that replaces most buttons.

21. Q: Is the docking mechanism easy to use for people with Low Vision?

A: Yes, it is designed so you cannot put the Tablet into the Duo base improperly. Simply close it into place with the finger tabs. Remove it by spreading the finger tabs open and remove the Tablet. Refer to your User's Guide for more info.

22. Q: Is the LCD monitor on the Duo adjustable?

A: Yes. It can tilt, swivel or adjust in height to meet your ergonomic needs. Refer to the User's Guide for more information, which is built into your Prodigi.

23. Q: Can I use my own LCD monitor, computer screen or HD TV with Prodigi?

A: No, not at this time. The Prodigi Tablet should be used alone, or docked into the Prodigi Base.

24. Q: Can I make phone calls with Prodigi?

A: Prodigi is not a Smart Phone, it is a Personal Vision Assistant specifically designed for the visually impaired to help them read and see things.

25. Q: Can I download games and other apps to the Prodigi?

A: Not at this time.

26. Q: How do I write with the Prodigi and see what I am doing?

A: On the Duo, simply write on the viewing surface in Live Mode. For the Tablet, hold it in one hand and write with the other in Live Mode.

27. Q: Can Prodigi read handwriting and turn it into speech?

A: No. Cursive writing has too many personal variations, so no system can do this well. Type written text works, or neat hand printing text may work.

28. Q: What is Diamond Edge Text?

A: It is where all the letters of the words that are captured have diamond sharp edges, no matter how large you magnify them, so you can see and read better.

29. Q: How are the Duo touchpad and Tablet touch screen the same or different?

A: Both use the same gestures to control Prodigi, whether docked or not. The sizes are different, but the gestures are the same.

30. Q: Can I take pictures with the Prodigi Tablet like a point and shoot camera?

A: The Prodigi Tablet was not design specifically as a point and shoot camera, it was designed to help the Visually Impaired. However, it has an 8 megapixel camera, just like many cameras and camera phones, and you can store, retrieve and view pictures in the Gallery on the Tablet or when docked on the Base with a larger LCD screen.

31. Q: Can I do distance viewing with the Prodigi Tablet?

A: The Prodigi Tablet technology is not designed to do distance viewing like an optical camera, for distances over 3 to 4 feet. However, it has equal or better capability than other portable devices designed for the visually impaired that claim to have "Far

viewing” of distant objects. For best results, capture the image, then magnify that image, rather than trying to magnify it in Live Mode.