EXPLORĒ 12
FREQUENTLY ASKED QUESTIONS

This document outlines some of the most frequently asked questions that you might have when getting to know your explorē 12.

Q: What are the dimensions and weight of the explorē 12 both by itself and with the reading stand?

A: The device alone: 24 x 282 x 202 mm (0.9 x 11.1 x 8") / 1134 g (2.5 lbs)

With the reading stand: 282 x 340 x 269 mm (11.1 x 13.6 x 10.6") /2268 g (5.1 lbs)

Q: What are the significant differences between the explorē 5/explorē 8 and the new explorē 12?

A: Aside from their sizes, the key differences between the explorē 12 and the explorē 5/explorē 8 are an optional reading stand, touchscreen toggle between viewing modes (near and distance), and the live panning feature when the explorē 12 is in its foldable reading stand.

Q: How do I charge the explorē 12?

A: To charge the battery of the explorē 12, plug the proper end of the USB-C cable provided with the device in the power supply, and the other end into the USB-C port located on the left side of the device nearest the zoom and contrast buttons; this port is further identified by an orange dot and a raised plastic indicator that feels like a Braille cell.

Q: I have plugged the charger in the explorē 12, how do I know it is charging?

A: If the device is turned on, a progress indicator showing the battery charging will appear at the upper right corner of the screen. If the device is turned off, the progress indicator will appear bigger and will be in the center of the screen. In either instance, the indicator will turn off after several seconds.

Q: Why is my device charging slowly or not at all?

A: You should only use the power supply and charging cable included with the explorē 12 to ensure optimal charging of the device. If these are lost, contact your sales representative, or visit our website to purchase replacements.

Q: What is the battery capacity?

A: When fully charged, the battery will last +/- 3.5 hours. When the device is used win the folding reading stand with the LEDs powered on continuously, the battery lasts +/- 2 hours.

Q: Does the explorē 12 have a reset button?

A: Yes. To reset the device, press and hold the power button of the device for 15 seconds. Note: The reset will not perform if the power cable is plugged in.

Q: Can I add additional language profiles to the explorē 12?

A: While it is not possible to create a new user profile on the explorē 12, it is possible to change the interface language of the device:

1. Go to the Main Menu by pressing and holding the Contrast Button.
2. Scroll down and tap on the menu item: Language.
3. Select the language of your choice from the list.

Q: What are the key advantages of the explorē 12?

- Large 12" screen in a small, light device (2.5lbs)
- Great magnification range (2x – 30x built-in stand and 1x -15x on folding stand)
- Near and distant vision support
- Easy to use; not overloaded with features
- *Optional* stand for reading and manual tasks
- Super-fast power on
- Automatic on when flip stand or dock on reading stand
- Touchscreen
- Live panning
- Two 21MP cameras
- Polarized LEDs
- USB-C Charging

Q: How does explorē 12 fit in the low-vision portfolio?

A: It completes the full-range of simple, easy-to-use electronic magnifiers across sizes desired by most end-users: 5", 8" 12" (explorē) and 16" (Reveal). Additionally, it serves as a bridge from the highly portable explorē options to the larger transportable Reveal products.

Q: Why is there no Optical Character Recognition (OCR) or Text-to-Speech (TTS) feature?

A: The explorē 12 device is designed to be easy-to-use and easy to maintain. Therefore, complex features such as the OCR or the TTS have not been implemented on the device. When OCR and TTS are desired, the Connect 12 or the Reveal 16i are the options to consider.

Q: Is the explorē 12 reading stand required?

A: explorē 12 can be purchased without the foldable reading stand. However, without this option, performing tasks that require the use of one's hands become difficult and sometimes impossible. The stand provides space for writing, turning book pages, and other manual tasks. There is also a pricing incentive to buy the reading stand and device combined.

Q: Can explorē 12 transfer images to a computer?

A: Yes, and it is as simple as using a USB memory stick. To export images from the explorē 12 to a computer, simply connect the device to your computer with the USB-C cable provided. You should see a "PC connected" message appear on the device screen. You can now drag and drop or copy and paste the images from the explorē 12 Gallery to the computer using the computer's file explorer.