eSSENTIAL ACCESSIBILITY™

User Manual

English Edition
Version 2.0

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eSSENTIAL Accessibility™

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Table of Contents

1. About eSSENTIAL Accessibility™

1.1   eSSENTIAL Accessibility™

eSSENTIAL Accessibility ™ is an innovative assistive technology that is deployed in a revolutionary manner. Effectively, it ensures that anyone with a physical disability can access any website that carries this mark:
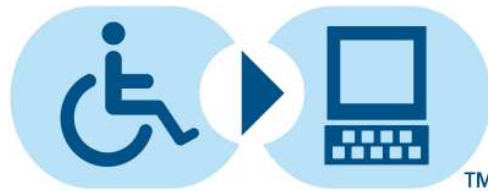
eSSENTIAL Accessibility™ includes many assistive technology features which gives users with physical limitations the tools they require to access a website.

eSSENTIAL Accessibility™ is fully compatible with external tracking devices like Quick Glance, SmartNav, Tracker One, Head Master, joysticks or switches and already includes built-in tools like:

1.   Onscreen Keyboard and Layout Designer
2.   WebCam Mouse
3.   Auto Click
4.   Auto Scan
5.   Manual Scan
6.   XY Mouse
7.   Radar Mouse
8.   Direction Mouse

eSSENTIAL Accessibility™ includes a Page-Reader system which allows any user with a vision limitation to:

- Read the content of any web page out loud
- Read the title of the frames out loud
- Read the content of a selected frame out loud
- Read the links on an open web page out loud

eSSENTIAL Accessibility™ is fully compatible with the following Voice Recognition systems:

- Scansoft Dragon Naturally Speaking 8.0 and above
- Microsoft Speech recognition 6.1 or greater

Other Features:

- Fully customizable toolbar
- Multi-language
- Multi-user
- Fully compatible with SAPI 4 and SAPI 5
- LiveUpdate system

Limitations:

eSSENTIAL Accessibility™ allows any user to overcome any physical limitation to access a web site. However, the Web Page-Reading functions do not work with Flash and may not function on websites that are not designed in accordance with W3C/WAI guidelines.

1.2   System Requirements

eSSENTIAL Accessibility™ can be installed on any computer that meets the following minimum requirements:

Operating System:

- MS Windows® XP Pro, Microsoft Media Center 2005 or Vista.

Hardware:

- Processor Pentium III, 600 MHz or higher (Pentium IV recommended)

- 256 MB RAM Memory or more (512 MB recommended)

- 20 MB free space on hard drive for full installation

- An internet connection

- High quality sound card (100% Sound Blaster compatible)

2. Options and Settings

2.1 General Setting

In order to benefit from all the features offered by **eSSENTIAL Accessibility™**, it is necessary to configure it correctly to meet specific needs.

In the Options panel it is possible to configure the following features:
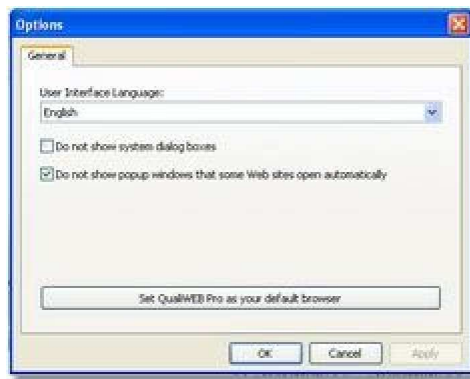
User Interface Language: This is the language of all the written text and messages that **eSSENTIAL Accessibility™** shows on the screen. You can select one of the available languages listed.

Do not show system dialog boxes: If this feature is enabled, any system dialog boxes automatically opened by certain websites will not be shown.

Do not show popup windows that some Web sites open automatically: Enable this feature to prevent websites from opening a cascade of others.

eSSENTIAL Accessibility™ can be set as your default browser.

2.2   *Customize Toolbar*

The toolbar can be customized to include the functions that meet specific needs and preferences. To do so, click on View - Toolbar - Customize.
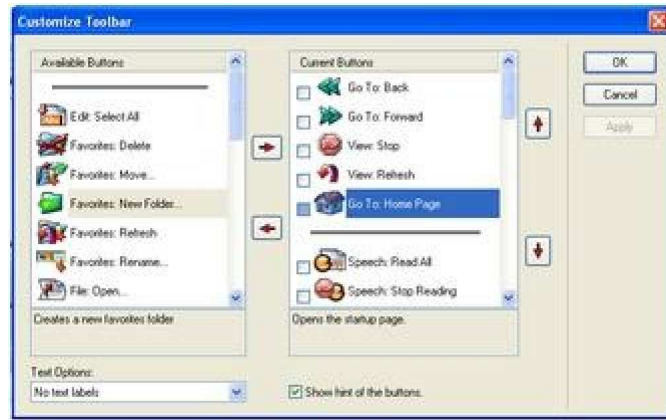
You can now add or remove toolbar buttons from your personal toolbar as well as use the separator. In the Text Options there are three possible settings:

1. *Show text labels*: All the defined buttons will have a label on the right side.
2. *Selective text on left*: Only selected buttons shows the labels. To select them, just click on the Check Box on the left site of button in the Current Buttons.
3. *No text labels*: No label is shown.

It is possible to enable the hint of each button which is shown as soon as the mouse is over it or the button is highlighted by the scanner (see Manual and Auto Scan methods).

It is also possible to sort the order in which the buttons are listed. Just select the one you want to move by using the Up and Down red arrows to change its position on the list.

2.3   Speech Options

2.3.1   Text-To-Speech

eSSENTIAL Accessibility™ is fully compatible with Text-To-Speech (TTS) engines. It can read out-loud any text, button captions, website texts, links, tags, etc.

What is Text-To-Speech?

TTS is computer-generated speech. Input text is converted into speech using various algorithms. The technology is based on concatenation algorithms where actual human voice segments are stored and used to convert text into speech.

The quality and volume of the speech is dependent on the computer speaker, so make sure to have a good quality active computer speaker.

eSSENTIAL Accessibility™ is compatible with any Text-To-Speech engine that is SAPI 4 & 5 compliant (Speech API). There are several TTS in more than 20 languages available on the market. Once installed and registered on your computer, **eSSENTIAL Accessibility™** will automatically detect them. While many TTS are free, the most advanced are typically only available for purchase.

This panel lists all Text-To-Speech engines installed on your computer. The preferred language and gender (male or female) should be selected accordingly.

IMPORTANT NOTE: **eSSENTIAL Accessibility™** does not include TTS engines.

2.3.2   Screen Reader
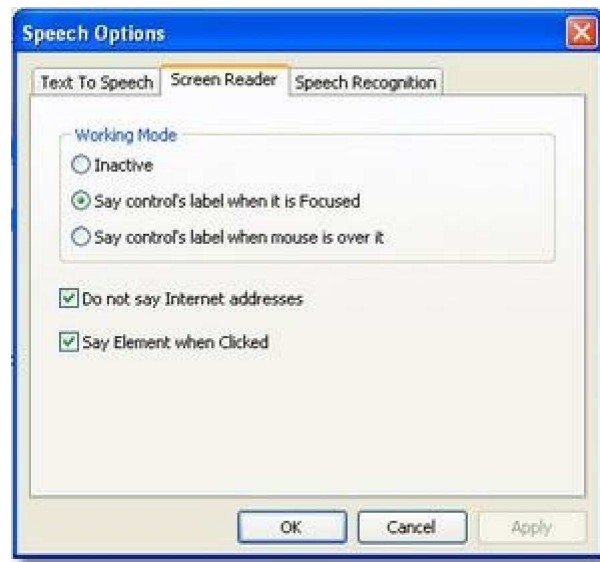
After selecting a TTS engine, the user can select the manner in which text can be read out-loud. This system is generally called Page-Reader. It works both for **eSSENTIAL Accessibility™** features and functions as well as any web page link, tags, images, etc.

Inactive: Disable all reading functions.

Say control's label when it is selected: It automatically reads out-loud the name of the selected *button* or function. This feature is very useful for low-vision users.

Say control's label when mouse is over it: It automatically reads out-loud the name of the button or function as soon the mouse is over it. When combined with the Auto Scan or Manual Scan mouse methods, full accessibility to the application is assured.

Do not say Internet addresses: Disables the reading of URLs which are usually very long and complex.

Say Element when Clicked: It automatically reads out-loud the name of the button or function clicked by the user.

IMPORTANT NOTE: **eSSENTIAL Accessibility™** is compatible with SAPI 4 and 5 Speech Engines. It only lists those which are fully compatible and already installed.

2.3.3   Speech Recognition

eSSENTIAL Accessibility™ is fully compatible with Voice Commands (ASR - Automatic Speech Recognition) and Speech Recognition systems (Dictation). This allows users to control web pages with voice commands.

Voice Commands is a speaker-independent technology that requires no training or personalization. Anyone can voice activate **eSSENTIAL Accessibility™** functions through the computer's microphone just by calling them out. Dictation, on the other hand, is a speaker-dependent technology that requires training.

To operate **eSSENTIAL Accessibility™** with Voice Commands and/or Dictation or to dictate any text, select an available engine from the list.

IMPORTANT NOTE: The quality of the recognition depends exclusively on the Speech Recognition engine you have selected, the quality of the microphone and the level of background noise. For more information regarding recognition quality, please refer to the selected engine's user manual.

2.3.4   Microsoft SAPI Overview

The Speech API provides a high-level interface between an application and speech engines. SAPI implements all the low-level details needed to control and manage the real-time operations of various speech engines.

The two basic types of SAPI engines are text-to-speech (TTS) systems and speech recognizers. TTS systems synthesize text strings and files into spoken audio using synthetic voices. Speech recognizers convert human spoken audio into readable text strings and files.

2.4   Mouse Options

In Mouse Options panel you can select and configure one of the mouse replacement solutions offered by **eSSENTIAL Accessibility™**.

It is important to select the mouse method that best meets your needs. Just click on it and configure according to your preferences.

For each mouse method, you can assign a Sound Effect when a click is performed (Audio Feedback). It is also possible to enable the Visual Effect on Click (Visual Feedback) which is available only to mouse methods that are based on one single click.

The Click on press (Switch) feature allows you to define when the click is actually executed. It can be delayed until the switch button is released.

eSSENTIAL Accessibility™ offers several mouse replacement solutions which help users select and execute any function without the use of a mouse.

Normal Mouse	(CTRL+F!)
AutoClick	(CTRL+F2)
AutoScan	(CTRL+F3)
ManualScan	(CTRL+F4)
XY Mouse	(CTRL+F5)
Radar Mouse	(CTRL+F6)
Direction Mouse	(CTRL+F7)
Tracking Mouse	(CTRL+F12)

2.4.1   AutoClick
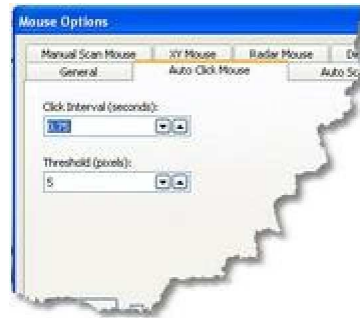
The Auto Click mouse executes a click automatically after the cursor on the screen is held in a fixed position for a specific time.

This is an ideal solution for use with the WebCam mouse or a pointing device like QualiEYE, Quick Glance, Head Master, Tracker 2000, SmartNav or others.

You can modify the following parameters:

Click Interval:	This is the time delay in seconds before the click is automatically executed after you have stopped the cursor at a specific point on the screen.
Threshold:	This is the invisible circle, in pixels, around the cursor where you are allowed to move and the Auto Click is still executed. This function is very useful for users who are not able to precisely control the cursor.

Use this mouse method: By enabling this function, you are choosing the Auto Click mouse mode. Once you click on OK or Apply, it is activated and ready to be used.

2.4.2   Auto Scan
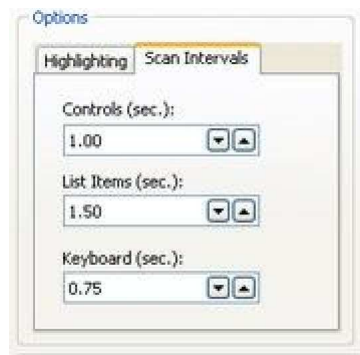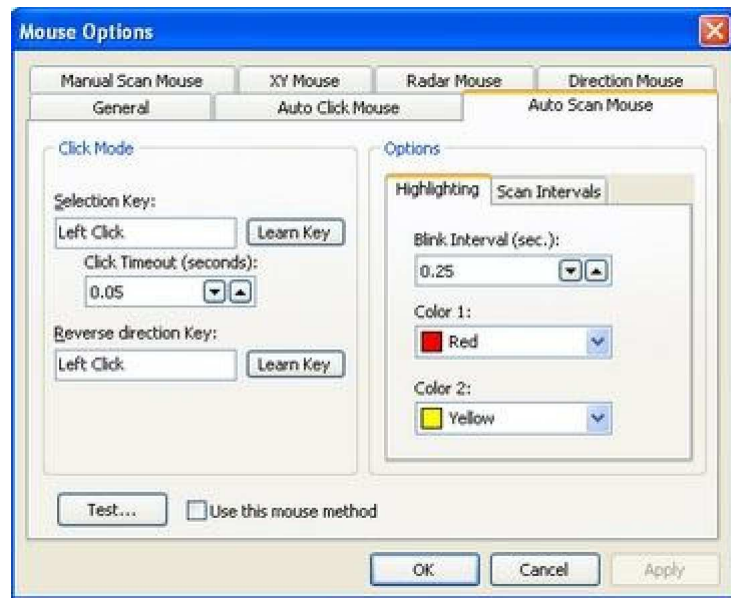
With Auto Scan, all buttons, fields, frames and links are automatically highlighted in a timed sequential manner. All the user has to do is click on the desired icon or link when it is highlighted. In this mode, you don't have to move the cursor around the screen. In fact, the cursor is not even visible. All you have to do is simply wait until the desired area is highlighted. Auto Scan automatically identifies all the links and frames on a web page and highlights them one after the other.

The Auto Scan parameters can be customized as follows:

<u>Click Mode</u>

Selection:	Select the key or button that will perform the click.
Click Timeout (sec):	This feature is only available for single switch users. It sets the time that the user has to hold down the selection key in order to perform the click. This feature is enabled only when the Selection Key and the Reverse Direction Key are the same.
Reverse Direction Key:	Double switch users can select a second key on the keyboard or a second button on the mouse to reverse the direction of scanning (i.e. backward or forward). If the Selection Key and the Reverse Direction Key are the same, then any single click will change the scanning direction. Selection is activated by holding down the key.

<u>Highlighting</u>

Blinking Interval:	This is the blinking interval between the two colored borders. This feature is designed to be used to reduce the risk of seizures that are induced by specific flash rate frequencies.
Color 1:	Choose the first color of the border.
Color 2:	Choose the second color of the border.

<u>Scan Intervals</u>

Controls:	This is the time delay before Auto Scan jumps to the next link.
List Items:	This is the time delay that applies to a list of selectable items.
Keyboard:	This is the time delay that applies to scanning the onscreen keyboard.

The way a function or button is highlighted is very simple. There are two different borders or markers that represent the scanner. By choosing two different colors, the user will easily see which button or function is highlighted.

Use this mouse method: By enabling this function, you are choosing this mouse mode. As soon as you click on OK or Apply, it is activated and ready to be used.

2.4.3   Manual Scan
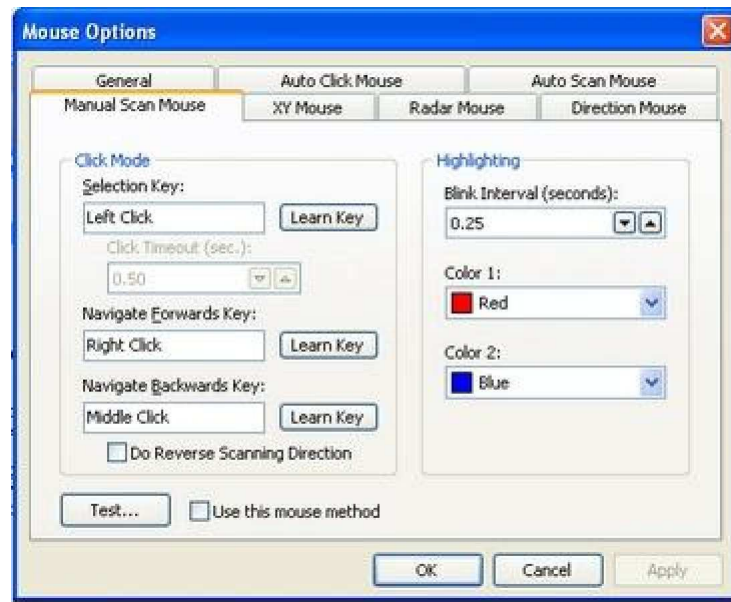
The Manual Scan feature is similar to Auto Scan. The only difference is that the buttons and website links are sequentially highlighted by executing a manual mouse click.

Click Mode

Selection:	Select the key or button that will perform the click.
Click Timeout (sec):	This feature is only available for single switch users. It sets the time that the user has to hold down the Selection Key in order to perform the click. This feature is enabled only when the Selection Key and the Reverse Direction Key are the same.
Navigate Forward Key:	Double or triple switch users can select a second key on the keyboard or a second button on the mouse to move forward to the next field. If the Selection Key and the Navigate Forward Key are the same, then any single click will navigate backward. Selection is activated by holding down the key.

| *Navigate Backward Key:* | Double or triple switch users can select a different key on the keyboard or a different button on the mouse to move backward to the previous field. If the Selection Key and the Navigate Backward Key are the same, then any single click will navigate forward. Selection is activated by holding down the key. |
| *Do Reverse Scanning Direction:* | Scans from bottom to top. |

Highlighting

Blinking Interval:	This is the blinking interval between the two colored borders. This feature is designed to be used to reduce the risk of seizures that are induced by specific flash rate frequencies.
Color 1:	Choose the first color of the border.
Color 2:	Choose the second color of the border.

The way a function or button is highlighted is very simple. There are two different borders or markers that represent the scanner. By choosing two different colors, the user will easily see which button or function is highlighted.

Use this mouse method: By enabling this function, you are choosing this mouse mode. As soon as you click on *OK* or *Apply*, it is activated and ready to be used.

2.4.4   XY Mouse

A horizontal line scans the **eSSENTIAL Accessibility™** windows from top to bottom. When the line touches the desired button or function, click to stop the line and launch a vertical line that scans from left to right. A second click stops the movement of the vertical line and the field at the intersection of the two lines (circle) is selected.

You can customize several parameters.

Sweep Interval (sec):	Speed at which the lines move
Bar Thickness:	Thickness of the bars in pixels
Color:	Color of the bars

Use this mouse method: By enabling this function, you are choosing this mouse mode. As soon as you click on *OK* or *Apply* it is activated and ready to be used.

2.4.5   Radar Mouse

A colored line scans the **eSSENTIAL Accessibility™** windows like an airport radar system.

The first click stops the line and a circle starts to move along the line from the center of the screen to the border. A second click will select the button or function just under the circle.

You can customize several parameters:

Sweep Interval (sec):	Speed at which the lines move
Bar Thickness:	Thickness of the bars in pixels
Color:	Color of the bars

2.4.6   Direction Mouse

Direction Mouse is a small window with arrows pointing in eight different directions (up, down, left, right and 4 oblique directions). The arrows are highlighted sequentially. The user clicks on the arrow indicating the desired direction when it is highlighted. Once clicked, the cursor then moves in the direction of the arrow. A second click stops the movement of the cursor.

To execute a click, you have to select the center cell (indicating the mouse click).

|	
Scan Interval:	This is the speed at which the arrows are scanned.
Cell Size:	This is the size of the cells in pixels
Cursor Speed:	This is the speed of the cursor when the direction has been selected
Normal Color:	The color of the cells
Selected Color:	The color of the highlighted cell
Position:	The position of the direction mouse windows

Use this mouse method: By enabling this function, you are choosing this mouse mode. As soon as you click on *OK* or *Apply*, it is activated and ready to be used.

2.5   *WebCam Options*

WebCam Mouse is an advanced software feature that allows the user to control the cursor by tracking their movement with a standard USB webcam (RGB or I420 format). Simply turn your head or aim your finger, and the cursor mirrors the movement in real time. No external devices or placement dots are required. You simply need to sit in front of the computer.

WebCam Mouse uses the images generated by the USB camera connected to your computer to track motion. These images are analyzed in real-time and automatically converted into cursor movements at a prescribed speed and sensitivity. The cursor can be clicked in response to particular gestures.

WebCam Mouse is able to select the object to track and will automatically filter out unwanted motions (e.g. the user's background). A quality webcam (at least 30 frames per second) that can be focused on the user's head is required to enhance performance.
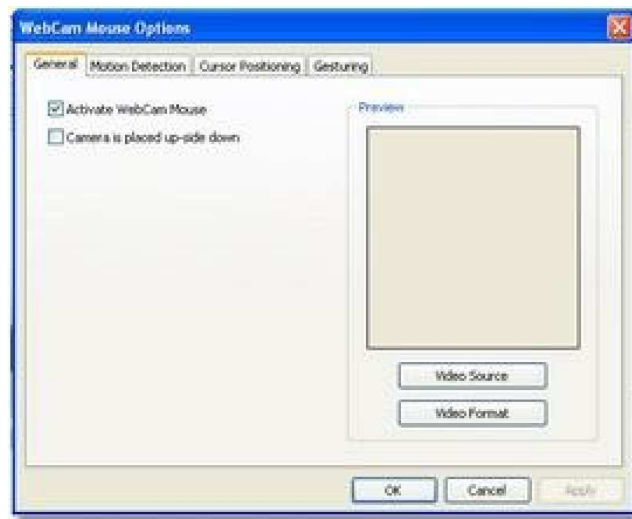
In the WebCam Mouse Options panel, the general parameters can be configured. To enable te WebCam Mouse, click on the Activate WebCam Mouse check box.

The Video Format settings allow the user to modify the format, resolution and other parameters of the video.

The format of the video is critical to achieve perfect cursor control. It is dependent on the processing power of the computer.

If the resolution is set too high, some cameras are unable to produce the frame rate that the WebCam Mouse requires. In such a situation, WebCam Mouse will not be able to use a high number of frames which will compromise cursor management precision.

In some cases it is recommended that you *Limit the Capture Area* to better define the specific action area targeted (e.g. a cheek or finger) to filter out background motion (e.g. the movement of people walking beside you.)
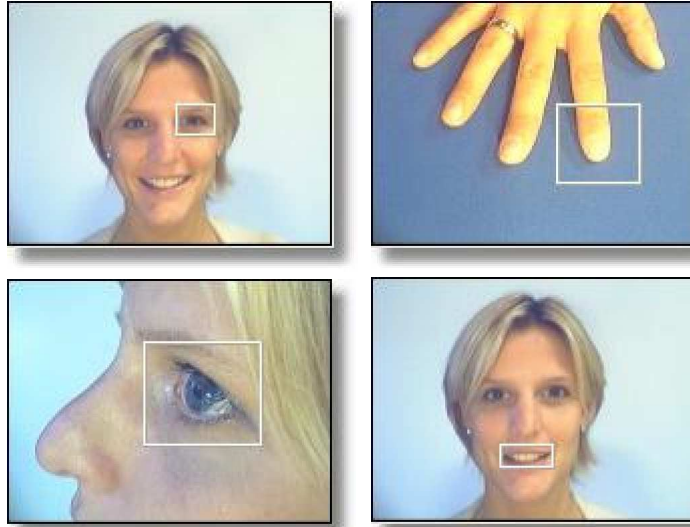
The *Limit the Capture Area* feature allows you to manually select the area with your mouse that will be tracked by the WebCam Mouse.

Be sure to select an area that cuts out unwanted motion from the detection area (e.g. people walking behind the user.)

IMPORTANT NOTICE: The webcam must support either the RGB or I420 format. WebCam Mouse performance is highly dependent upon the number of images taken. We strongly recommend the use of a camera that can manage up to 30 frames per second (fps) and that uses a USB port version 2.0. This will boost the rate to 60 fps and allow for optimal performance.

2.5.1   Motion Detection
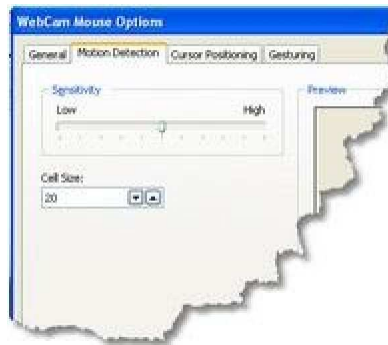
The *Sensitivity* of the detection area must be precisely defined in order to ensure optimal cursor performance. The selected level will depend on the user's ability as well as the area targeted for movements (e.g. head, finger, foot, eye blinking, etc.)

WebCam Mouse uses a nine-cell grid to detect video motion. To ensure optimal performance, the grid should completely cover the captured area. With this option the size of each cell is specified in pixels to adjust the grid to fit the targeted region.

2.5.2   Cursor Positioning

To use the WebCam Mouse as a pointing device, just check the *Enable Cursor Positioning* box and *Apply* accordingly.

To stop cursor movement on the screen bounds, select this option.

To ensure optimal cursor performance, adjust the following three settings appropriately:

Speed: To define the speed of the cursor in relation to the speed of the detected movement.

Acceleration: This can be adjusted to control for continuous cursor movement.

Smoothness: This parameter determines the amount of noise filtering. A higher level of filtering will generate smoother cursor movement.

2.5.3   Gesturing
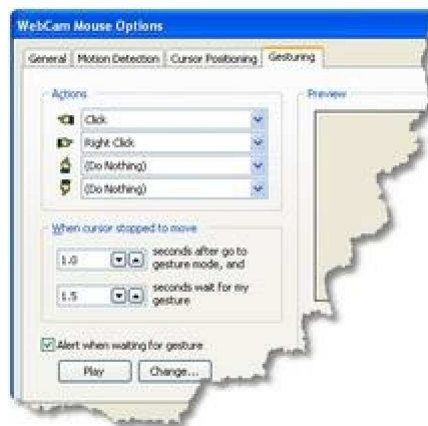
When the mouse cursor is stopped and hovers for a second (or any other time defined by the user), a sound indicates that the WebCam Mouse is waiting for a gesture. If no gestures are detected during this time frame, then the user can continue on without giving a Gesture Command.

To avoid unnecessary clicks, the gesture feature will only work when the cursor is over a selectable area or button.

It is possible to define which gesture should generate the defined command:

1.   Left Gesture

2.   Right Gesture

3.   Up Gesture

4.   Down Gesture

2.6   Keyboard Setting

eSSENTIAL Accessibility™ includes an advanced onscreen keyboard for individuals who have difficulty using a standard keyboard. It allows the user to input text with a mouse or mouse replacement solution and can be fully customized to their ability. Simply point and click at the onscreen keyboard on your computer screen and type directly into any input field.
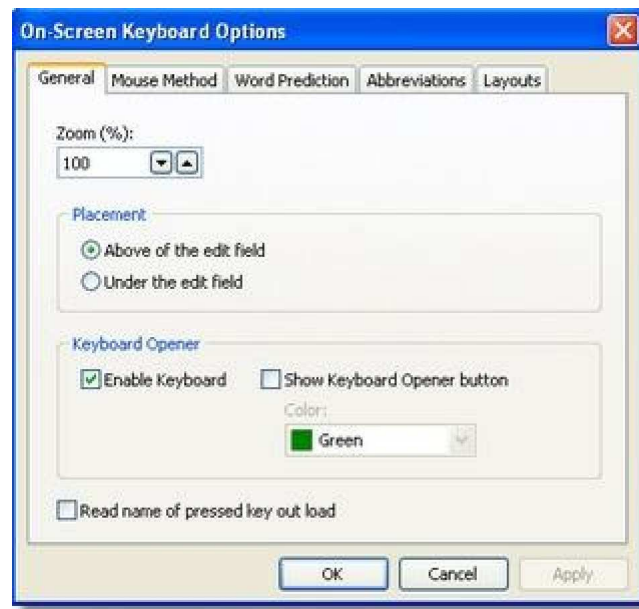
In the General panel you can change the following settings:

Zoom (%): Adjust the size of the keyboard as a percentage of the standard size.

Placement: Place the keyboard above or below the field where you want to enter text.

Enable Keyboard: This activates the onscreen keyboard for individuals who have difficulty using a standard keyboard.

Show Keyboard Opener Button: When this feature is activated, each selected input field will include a button to open the keyboard. If it is disabled, then the keyboard will open automatically when an editable field is selected.

Keyboard Opener Color: Set the color of the button through which the keyboard is opened.

Read name of pressed key out loud: Enable this function to have the letter of the pressed key read out loud.

2.6.1   Mouse Method

Use the following mouse method: The onscreen keyboard can be typed with a unique mouse method. For instance, Auto Scan can be used with the onscreen keyboard while a standard mouse is used for everything else.

2.6.2   Word Prediction

eSSENTIAL Accessibility™ includes a Word Prediction feature to increase text inputting speed. Begin typing a word and Word Prediction will instantly display several that begin with the same letters.

Predicted words are generated from a standard list of 20,000 words and any new ones entered by the user over time. Just click on the predicted word and it will automatically appear in the edit field. Word Prediction will automatically add a space after the selected word to speed up the selection of the next word.

Word Prediction Mode

Most frequently used: The predicted words will be shown and the most frequently used words will be positioned first in the list. Every time the user enters a word, a special counter registers its use so that Word Prediction can determine which words are most frequently used. The counter can be manually modified for each word in the Vocabulary Editor.

Most Recently Used: The predicted words will be shown and the most recently used words will be listed first.

Alphabetically: The words will be listed in alphabetical order.

Ignore words with digits: Enable this option to ignore words containing digits. This will prevent numbers or words containing numbers from being automatically added into the vocabulary.

Automatically add new words to vocabulary: By enabling this feature, the system will automatically add all new words to the vocabulary list. Words containing fewer then three (3) letters will not be added.

Automatically insert space after word: A space will be automatically inserted after the word selected from the Word Prediction list.

It is also possible to modify, add or delete any word in the vocabulary as well as the related parameters.

EDIT VOCABULARY will launch the vocabulary editor application.

In order to rapidly personalize and popularize your Word Prediction vocabulary list, words can be imported from any text file (FileName.TXT).

IMPORTANT NOTICE: Word Prediction can be activated either by the onscreen keyboard or by a typical hardware-based keyboard.

2.6.3   Abbreviations/Expansions

The Abbreviation/Expansion function is similar to Word Prediction in that it allows the user to save time and energy typing. Words can be abbreviated into letters that can be expanded back into original words. It is a feature that reduces the number of keystrokes required.

If you want, for example, to easily type the phrase "Good Morning", then set up a corresponding abbreviation code "gm". When you type "gm" and then space, "Good Morning" will then appear.

<u>NOTE</u>

While abbreviation can contain a maximum of 20 characters, expansions can contain an unlimited number.

2.6.4   Layouts

There is no limit to the number of keyboard layouts that can be defined. Each one can be customized to maximize the user's ability to input commands and text. The Layout options allow the user to create, modify and personalize the onscreen keyboard to best suit individual needs and to maximize text entry speed. Each personalized layout can be saved in the personal folder.

A specific keyboard layout can be assigned in the layout General Panel. It is also possible to assign a *Numeric Layout* that is automatically displayed when a numeric field is selected.
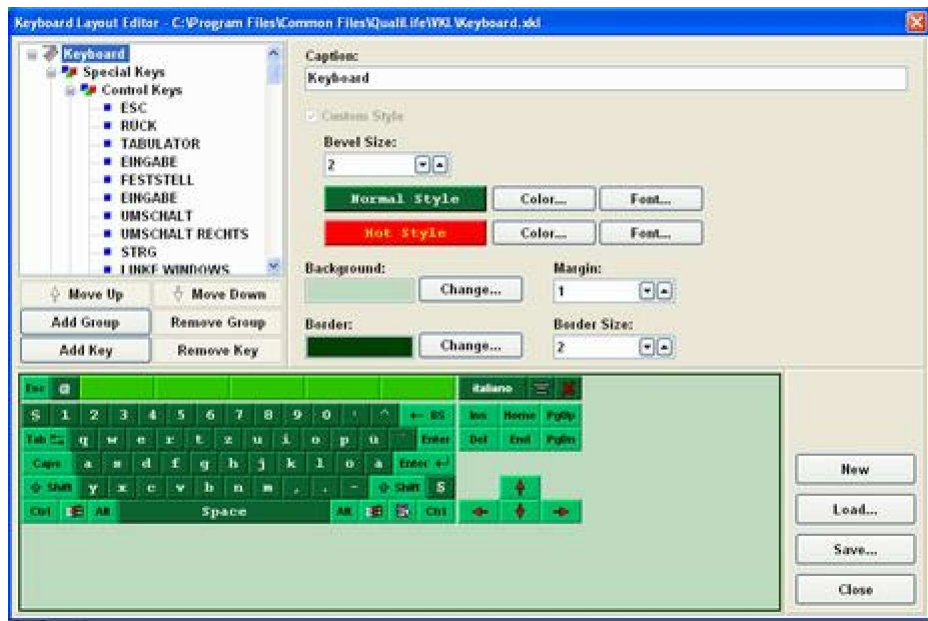
The box on the left shows the tree of the groups of keys that comprise the onscreen keyboard. Keys and groups can be dragged and dropped directly inside this tree. It is important to note the order of the listed groups and keys because the sequence followed in Scanning Mode mirrors this tree. This rule also applies to Word Prediction keys.

The functions which allow you to modify the tree are:

Add Key:	To add a key to the selected group (parent)
Remove Key:	To delete the selected key
Add Group:	To add a group of keys
Remove Group:	To delete a group of keys
Move Up:	To better organize the selected group or key by moving it up the tree (useful when scanning)
Move Down:	To move the selected group or key down

The lower part of the screen displays the layout of the loaded onscreen keyboard. A user with good cursor control can select and manage the keys by clicking directly on the sample keyboard at the bottom of the screen. It is possible, for example, to select a key by just clicking it once; to change its position by drag and drop; and to resize a key by clicking on the right-bottom corner and adjusting the size while holding down the click button.

Commence the layout design in the top left corner of the window. The empty space on the bottom-right of the layout will automatically be cut out.

New:	To open a new layout and create a new onscreen keyboard from scratch
Load:	To open an existing onscreen keyboard layout
Save:	To save the opened layout
Close:	To close the layout and save it (optional)
Exit:	To exit the Layout Designer and return to Settings

As soon as a key or a group of keys is selected, all related parameters will be shown.

There are four types of keys

Language Dependent Key: The value displayed by typing this key depends on the selected Windows layout (e.g. an English language keyboard). The same key (corresponding to its location on a hardware-based keyboard) may automatically display a different value if the Windows layout is changed (e.g. to a Japanese keyboard). The value of the key can be chosen directly from the list.

*Language Independent Key*: The value displayed by typing the key is independent of the selected Windows layout and will not be affected if the Windows layout is changed. The selected value (from the list) automatically appears as caption on the key.

Macro Key: It is possible to create a Macro that is executed as soon as a key is pressed. To create a macro, enter it directly into the Macro field.

Special Key: The value of the key is a command. The available commands are listed in the box (Close, Layout Changer, Language Switcher and Predicted Word).
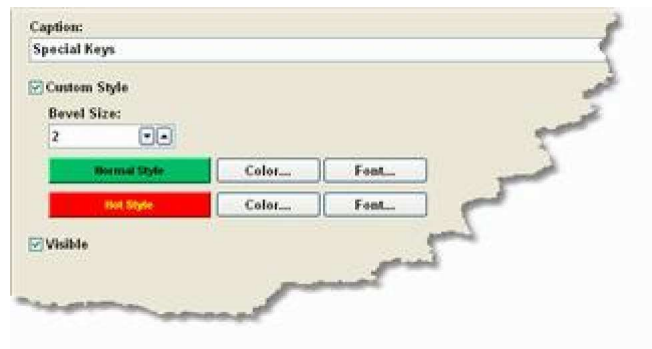
2.6.4.1   Macro

Keys that do not begin with any of the special keystroke notations listed below are sent unchanged (as they are) to the target control. For example, the string "Hello" would be sent as "Hello". (This is the default).

Macro can send special keystrokes to the program. Note that all macro abbreviations are enclosed in braces ({}).

The following table outlines the macro notation.

Key	Macro Equivalent	Description
~	{~}	Sends a tilde (~)
!	{!}	Sends an exclamation point (!)
^	{^}	Sends a caret (^)
+	{+}	Sends a plus sign (+)
<	{<}	Sends a left angle brace (<)
>	{>}	Sends a right angle brace (>)
{	{{}	Sends a left brace ({)
}	{}}	Sends a right brace (})
(	{(}	Sends a left parenthesis
)	{)}	Sends a right parenthesis
Backspace	{BACKSPACE} or {BS}	Sends a Backspace keystroke
Tab	{TAB}	Sends a Tab keystroke
Delete	{DELETE} or {DEL}	Sends a Delete keystroke
Down Arrow	{DOWN}	Sends a Down Arrow keystroke
End	{END}	Sends an End keystroke
Enter	{ENTER} or ~	Sends an Enter keystroke
Escape	{ESCAPE} or {ESC}	Sends an Esc keystroke
F1 through F24	{F1} through {F24}	Sends the appropriate function keystroke
Help	{HELP}	Sends a Help (F1) keystroke
Home	{HOME}	Sends a Home keystroke
Insert	{INSERT} or {INS}	Sends an Insert keystroke
Left Arrow	{LEFT}	Sends a Left Arrow keystroke
Page Down	{PGDN}	Sends a Page Down keystroke
Page Up	{PGUP}	Sends a Page Up keystroke
Right Arrow	{RIGHT}	Sends a Right Arrow keystroke
Space	{SPACE} or {SP}	Sends a Space bar keystroke
Up Arrow	{UP}	Sends an Up Arrow keystroke

To enter an **Alt**, **Control, Lin**, **Win**, or **Shift** key combination, precede the desired character (or a group of characters enclosed by parenthesis) with one or more of the following symbols:

Key	Precede With
Alt Key	!
Control Key	^
Shift Key	+
Left Win Key	<
Right Win Key	>

For example, to enter **Alt+S** type:

!s

To enter **Ctrl+Shift+F7** type

 ^+{F7}

You can repeat a key by typing the key followed by a space and the total number of repetitions desired. For example, to type 20 asterisks use:

{* 20}

To move the cursor down eight lines type:

{DOWN 8}

To cause a delay between keystrokes, use special notation {PAUSE} for a one second pause. You can change the delay amount by specifying the total number of seconds desired. For example, to pause for 10 seconds use:

{PAUSE 10}

3. Troubleshooting

In order to continually improve **eSSENTIAL Accessibility™**, we appreciate your comments, suggestions and reports of bugs or other problems.

eSSENTIAL Accessibility™ works exclusively with **Windows XP Pro, Media Center and Vista.** While it has undergone extensive testing, we cannot guarantee that it is fully compatible with every version and edition that is on the market.

eSSENTIAL Accessibility™ is hardware independent. However, if a hardware device has a malicious driver or is malfunctioning, the application may respond in an unexpected manner.

We appreciate all feedback in order to improve our development efforts. Accordingly, please contact us at any time.

eSSENTIAL Accessibility™ team.

4. Support & Guarantee

eSSENTIAL Accessibility Inc. has made every effort to ensure the accuracy and completeness of this document. However, because ongoing development efforts are made to continually improve the capability of our service, we cannot guarantee the accuracy of this document. We disclaim liability for errors, omissions or future changes herein.

If you have any problem during the installation with **eSSENTIAL Accessibility™** or one of its modules, please follow these instructions:

1. Carefully review this manual to identify a solution to the problem.

2. If the problem persists, contact us directly at:

Email: support@essentialaccessibility.com
www.essentialaccessibility.com

Toll-Free: (866) 889-5098 (ask for the Support Center).

eSSENTIAL Accessibility Inc. offers free support by email and telephone.

5. License Agreement

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