Duxbury Braille Translator
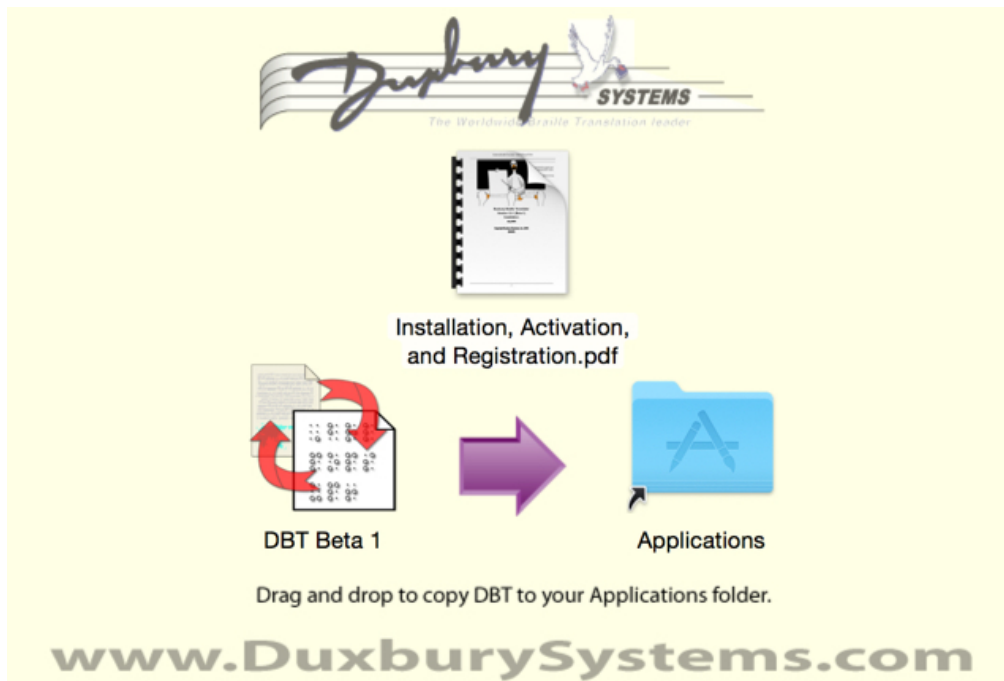**Version 12.1 (Beta 1)**
Installation, Registration and Activation

July 2016

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(E&OE)

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Introduction

Welcome to the DBT for Mac Beta program!

Thank you for your purchase of this Duxbury software. We appreciate the opportunity to meet your brailling needs, and we appreciate your participation in this Beta period that introduces DBT to the Macintosh platform.

To provide your feedback and get your questions answered, you can use the e-mail address set up specifically for the Beta program: dbtbeta@duxsys.com.

To the extent that you can, please contact Duxbury through the above email address. Half of the staff of Duxbury will be monitoring this e-mail list, so that a request for help will soon be answered. Part of the reason for this approach is that the staff answering the phone may not be equipped to handle your situation. Thank you for your understanding.

Beta 1

On the immediately following pages you will find a short description of how to install DBT on your Macintosh computer. The installation instructions are brief, but that is mostly because installation is, in fact, quite easy. Most users will not even need most of the pointers and side notes provided.

The remainder of the installation guide explains how to register and activate your DBT. You need not read the entire guide before doing those tasks. You can go directly to "Licensing and Activation..." on the DBT Help menu and simply follow the wizard through these steps, but this guide is there for you if you need it.

You will be pleased to know: first, this installation guide will be revised for the next Beta release, and second, once you have DBT installed, the on-line Help for DBT is quite extensive. Please, feel invited to provide your feedback about our Help information as well as the DBT program operation on your Mac.

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Installation Steps

To install DBT on the Macintosh computer, one begins by downloading its "disk image" file from Duxbury Systems or your dealer. After completing the download, you will see a new DBT volume in the Downloads folder in your Macintosh dock. (Look for a DBT file with the ".dmg" suffix.) Click to open it.

The click displays a simple Finder window showing a folder named "Applications" and an icon of your new DBT. The folder is a direct link to the Applications folder on your computer. Simply drag the DBT icon into that folder, and your DBT will be installed in the Applications folder on your Mac. That is all there is to installation.

Once you have installed DBT, you can close the DBT window and drag the DBT volume on your desktop to the "Trash." That will eject the volume, but you will still find it, if needed, by re-opening "Downloads" in your dock.

When run, DBT itself will install configuration data and a few supporting tools in standard locations on your Macintosh computer.

Warning: Macintosh Security is Tightening

Your Duxbury Braille Translator program has a "code signature" issued to Duxbury by Apple which verifies that DBT is unaltered since its creation at Duxbury Systems. As a general rule, signed code is safe.

Despite that signature, Macintosh operating systems are becoming increasingly restrictive with respect to newly installed programs. Prior to "Yosemite" (MacOSX 10.10), the Macintosh would post a notice that DBT was downloaded from the Internet and request your approval before actually running it the first time.

As of Yosemite, the default security preferences are tighter. Even a signed program, if it is not bought at the Apple Store or already added to an identified list of vendors, fails to open from a simple double-click. You must right-click on the program icon, select Open, and then select the Open button on the security dialogue that displays. After you do this once, DBT opens normally from then on.

As of "El Capitan" (MacOSX 10.11), the default is even more restrictive, only applications purchased from the Apple Store will open without the security check. However, the solution is the same. Right-click on the application, select Open, then click the Open button on the security dialogue.

You can also visit the Security & Privacy section of your System Preferences, select the General tab, and relax the security level that controls which applications are allowed to open without first running through the security gauntlet. However, please exercise caution if you relax your security; you might want to do so only temporarily.

How to Install DBT for Mac using VoiceOver

Please note that these instructions use the Apple convention of describing VoiceOver keystrokes as VO+ some other keys. This is short-hand for saying "Press the VoiceOver modifier keys (Ctrl+Option) together with some other keys".

Further, these instructions assume that you have VoiceOver set to its default configuration preferences. If you have changed VoiceOver settings and these instructions are not working for you, you can reset all or specific preferences to their default values (see below).

1. Download the .dmg file.

2. Open the .dmg file by highlighting it using VO+Arrows then pressing Cmd+O.

3. Use VO+Arrows to select the DBT.app file.

4. Press Cmd+C to copy the file to the clipboard.

5. Use VO+Arrows to select the Applications alias. This is the Macintosh equivalent to a Windows shortcut. Press Cmd+O and you will be taken to your Mac's Applications folder.

6. Paste the DBT.app file into place by pressing Cmd+V.

7. Because DBT is not supplied via the App Store, you need to let your Mac know that it is safe to run it, so press VO+Shift+M to bring up its context menu and choose Open.

8. You will be asked to confirm the action, so use VO+Arrows to get to the Open button, then press VO+Space, and DBT will now run.

Please note that steps 7 and 8 are only necessary the first time you open DBT. Once these steps have been performed you can run DBT just like your other applications.

Adding DBT to the Dock (with VoiceOver)

If you want to make it more convenient to run DBT, you can add it to your Dock, as follows:

1. From within the Finder, press Cmd+Shift+A to open your Application folder.

2. Use your arrow keys or VO+arrow keys to select the DBT.app file then press Cmd+O to open it.

3. Go to your Dock by pressing VO+D.

4. Use VO+Left/Right arrows to find the DBT entry that will have appeared in your Dock.

5. Press VO+Shift+M to bring up the context menu.

6. Use Up/Down arrows to find the Options sub-menu then press Right arrow to expand it.

7. Use Up/Down arrows to find the Keep In Dock menu item and press Enter if it is not already checked.

To Reset VoiceOver to its Default Settings

Note: It is recommended you export your VO preferences before you reset them, to be able to use the export file as a backup of your preferences. If you are using a portable preferences drive on your computer, eject the drive before you reset preferences. Otherwise, the reset preferences will be sync'ed to the portable preferences drive. (For more information on exporting preferences and using portable preferences, refer to the VoiceOver help system by pressing VO+QuestionMark.)

To Reset VO Preferences:

1. When VoiceOver is running, open the VoiceOver Utility by pressing VO+F8.

2. Go to the menu bar by pressing VO+M.

3. Choose File and then choose the reset command for the preferences you want to reset. You can choose to reset basic, custom (such as hot spots or Keyboard Commander key assignments), or all preferences.

What is Activation?

Activation unlocks the full-production capability of your Duxbury software. Some Duxbury programs have an evaluation period, and others have a demonstration mode. To go beyond those uses you need to activate the software. To do this the wizard submits your license number to Duxbury Systems, and you receive back an activation code to be entered into your program. The activation code you receive works only with your license and your computer.

Normally you do this in just a few steps, and if you select activation over the Internet, sending your request and entering the activation code are all automatic. This is always the recommended way to activate.

Activation lasts as long as your Duxbury software is installed on the computer, or until you yourself decide to terminate it. You can transfer your activation from one computer to another by deactivating on the old machine and activating on the new one.

Tips for Working with VoiceOver

Much of your experience while navigating the activation wizard depends on optimizing the configuration of your screen reader.

VoiceOver, the built-in Macintosh screen reader, is highly configurable using the VoiceOver Utility found in the System Preferences under Universal Access, Seeing.
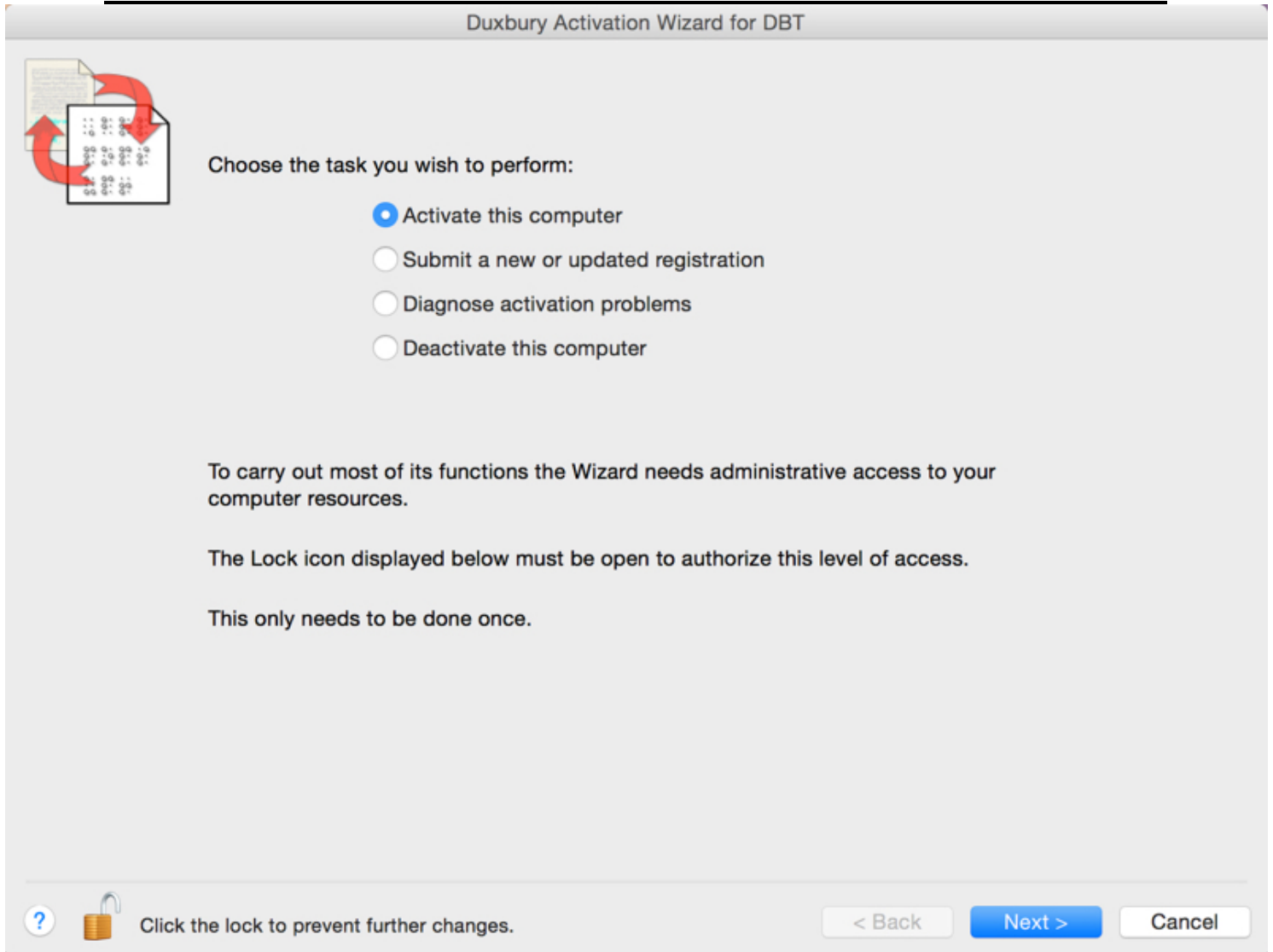
There is a wealth of controls in the utility. Under Verbosity, we recommend that the default speech verbosity be set to "High." Under Navigation, you may find it less confusing to set the initial position of the cursor to the first item in the window instead of the first item that acquires the keyboard focus, so that you do not miss the on-screen instructions.

As the wizard moves from page to page via the Next button, the operating system does not necessarily detect that the window has changed, because the page change occurs inside the wizard window. When in doubt, you should take full advantage of the hot-key or "commander" for speaking the entire window.

Known Issues

1. The wizard has important instructions on most pages. In most screen readers they are not spoken just by tabbing through the active fields of the page. You have to watch out not to miss helpful information by requesting a read of the whole page.
2. A "busy" box pops up during operations that take more than a second or two, but some screen readers do not speak the message in this box to let you know that something is happening.
3. A few users have had the experience that the wizard can disappear unexpectedly behind other windows on their computer. If you think this has happened, use Command-TAB to bring it to the front again.

Main Functions of the Activation Wizard

Duxbury Activation Wizard for DBT

Choose the task you wish to perform:

○ Activate this computer

○ Submit a new or updated registration

○ Diagnose activation problems

○ Deactivate this computer

To carry out most of its functions the Wizard needs administrative access to your computer resources.

The Lock icon displayed below must be open to authorize this level of access.

This only needs to be done once.

Click the lock to prevent further changes.   < Back   **Next >**   Cancel

The main page lists the tasks you can do with the activation wizard. It warns you which operations are critical and require Administrative level access. You can Register your software and Diagnose activation problems without administrative access, but for critical operations like Activate and Deactivate, administrative access is required.

Activate this computer: enables the full normal functioning of your program. If you need to license as well as activate, you will do them both in this function.

What is Activation?

Submit a new or updated registration: When you register you share your basic contact information with Duxbury Systems. Once your license is registered you become eligible for customer support. In a multi-user situation, usually the license needs to be registered only once, though that registration may need to be updated from time to time as the principal contact person changes. If you know your license is registered, you do not need to do it again unless your information has changed.

Diagnose activation problems: This task runs tests on your computer to provide information about your activation. It is intended to help you and Duxbury Customer Support resolve activation

problems. Diagnostics are always safe. They provide information but do not make any changes on your computer.

Deactivate this computer: disables normal functioning of your Duxbury product, but it also adjusts the count of allowed activations so that you can activate on another computer instead. Deactivation over the Internet will normally ensure that you can activate later on another computer. If you are not connected to the Internet, a record of deactivation is placed in a file on your desktop or in your home folder. You are encouraged to view or print this file to make sure you have a record of the deactivation, and to email this information to Duxbury Systems.

NOTE: You should always deactivate your Duxbury program before uninstalling it or performing significant computer maintenance like replacing a bad disk drive.

Registration Permission Screen

If you have not registered your Duxbury software, the activation process will ask you to do so, but it only opens the Registration page by your permission.

What is Registration?

Registration sends your contact information (your name, your address, etc.) to Duxbury Systems. You cannot get Customer Support until we know who you are.

Registration, How to Connect to Duxbury Systems Support

Registration means supplying your contact information to Duxbury Systems, so that Duxbury support can associate you and your license number.

That way, if an inquiry comes in about a license number, Duxbury Systems knows if the inquiry is coming from the registered owner (you!) or not.

There are four ways to register:

- Internet (recommended).
- Email (the Activation Wizard will construct that email for you).
- Telephone Call to Duxbury Systems.
- Fax or Postal Mail to Duxbury Systems.

If you telephone and record this information in a message at Duxbury Systems, please be very careful to include all the information on this form. Speak clearly, and include a phone number where you can be reached in case of a problem.

Registration, User Contact Information

Here you enter your contact information.

If you do not provide a First and Last Name, then you must enter an Organization Name, and vice versa.

If your country does not use postal codes, you can enter NONE.

You are not required to enter a Telephone number, but it is recommended. If you do, please follow our suggested formats:

- 303-555-1212 (USA or Canada: just 10 digits and 2 hyphens, no spaces, no parentheses, and nothing before the area code)
- 303-555-1212 ext. 303 (USA or Canada with an extension)
- +44-123-456-7890 (United Kingdom: plus sign indicating international access, then country code, then space, then the national number in the format you desire)
- +961 3-777777 (Lebanon: same idea, plus sign, then country code, then space, then the national number)

Registration, User Email Information

All you need to enter on this page is your email address. The wizard asks for it twice. The confirmation field is automatically checked against the first entry to help eliminate finger-slip errors.

Duxbury Braille Translator - Registration

Although the invitation will not appear until the last page after your registration is sent, you are encouraged to subscribe to either Duxbury user support email group, DuxNews or DuxUser, whichever best meets your needs.

The DuxNews email group is tightly controlled. There are only a handful of messages per year, announcing updates to your software and significant developments. If you are cautious about signing up for email because of the danger of getting too many, then DuxNews is for you.

If you would like a more detailed flow of information and more contact with the Duxbury user community, then sign up for DuxUser. This group includes the official announcements from DuxNews, but adds email from your peers asking and answering questions. It can be quite helpful, and DuxUser emails are readily identified in their subject line.

You can subscribe as you please, and you can likewise unsubscribe at any time.

Activation

- [Activation with or without the Internet](#)
- [Activation Options without the Internet](#)
- [Entering Activation Data](#)
- [Data Summary Page](#)
- [Sending Duxbury an Email](#)
- [Sending a Fax](#)
- [Activation Code (Manual Activation)](#)

Activation with or without the Internet

Automatic activation over the Internet is quick and easy. By comparison manual activation is more difficult, as it requires more steps and more time. If you have access to the Internet from your machine, Internet activation is recommended. However, if your computer has no access to the Internet, you have three options for how to proceed. (See "Options without the Internet".)

If your computer is not already connected to the Internet (for example, if you need to start up your dial-up connection, or turn on a wireless router), now is the time to do so.

[What is Activation?](#)

Activation Options without the Internet

If you must activate without the Internet, you need to communicate with Duxbury Systems a different way. There are three choices:

- Email (the easiest choice for you)
- Telephone call to Duxbury Systems
- Fax or Postal mail to Duxbury Systems

In all of these situations, you use the wizard to collect information you will send to Duxbury Systems. In return, Duxbury Systems sends back a code which you submit to the Activation Wizard. If you use email, you can copy the Activation code from the email via the clipboard into the Activation Wizard.

Working by telephone is usually the most difficult option. If you record your activation request in a message at Duxbury Systems, please be very careful to include all the information on this form. Speak clearly, and include your contact information (a phone number, an email address, or a mailing address), so that Duxbury can complete the Activation.

[What is Activation?](#)

Entering Activation Data

On this screen you enter all the data necessary to activate your computer. The Duxbury **Product** and **Version** you are attempting to activate are displayed for you. This is helpful for picking the correct license number in case you have multiple Duxbury products.

Your **Duxbury License Text**: If you entered your license when you installed your Duxbury program, it is already filled in for you. (The asterisks covering over the last 4 digits prevent other people from learning your complete license number.) Otherwise, you need to enter your license number for activation. You must enter the complete Duxbury License Text as written, using the same capitalization of the letters or words in front of the license number, using the same spaces, and providing all 12 digits, for example, "DBT A1234-56789012" or "Single User License A1234-56789012".

Duxbury Braille Translator - Activation

There is a validation check on this text. If the Duxbury License Text is not valid, you will not be able to advance to the next screen.

Your **Reference Code** is generated for you. Think of it as the signature of your computer. You will not be able to activate your Duxbury software if no reference code appears.

Computer Name: Please notice the instruction that the name you supply must be unique. That means you will have difficulty only if two computers attempt to activate the *same Duxbury license* using the same computer name. Normally the wizard looks up the actual name of your machine and offers that as the preferred choice.

User: Providing the correct, current User for your Duxbury product always makes it easier for you when you need Duxbury Systems to provide Technical Support. Your account ID may be provided in this field, however, you should normally replace that with your own name.

What is Activation?

Data Summary Page

This screen is your confirmation page. It shows the information you are about to send to Duxbury Systems. Sensitive information, like your Duxbury license, is partially masked by asterisks (*). This is normal. If any data on this page is incorrect, you must go back to the previous page to fix it.

Sending Duxbury an Email

This screen is intended for sending an email to the Duxbury Systems staff. If you do not press the **Send** button, no email is sent.

To send an email directly from the Activation Wizard, your computer must have Internet access, and it must have a default email program (such as Windows Outlook) installed.

If you use a web-browser email program, you can copy information from the wizard into your web-browser email and send it from there. You can use the Send Fax option to collect the information you need, and then copy it from the text editor file that Send Fax creates.

Please, give the Duxbury staff enough time to respond to this email.

Sending a Fax

Pressing the View/Print button opens a text file for you in a simple text editor. The key information for your request is already filled in for you. You will likely need to add more information to this, particularly contact information for a reply!

Duxbury Braille Translator - Activation

You can print this page for faxing to Duxbury Systems. Please remember that small fonts do not fax very well, so do take the time to enlarge the font for the document before you print it out. We recommend using 12 or 14 point type.

Activation Code (Manual Activation)

In a manual activation, you receive three pieces of information from Duxbury Systems yo activate your program. Depending on the choice you make, this information may arrive by email, phone, fax, or postal mail. You enter the information you receive from Duxbury on this page.

You receive two numeric codes and a version number. Do not try to "fix it" if the version number you see is higher than the version of your program. The version number you receive (or that is pre-filled) indicates that you can activate any version of your program up to that number. Please, enter the version number as you received it. (And if you are interested in the later version, by all means, use "Check for Updates" from the program's Help menu to get more information!)

The long code is a string of 40 digits in groups of four. This is your activation code. The short code is your confirmation number. It insures that all three pieces of information are entered correctly. That is, it helps to prevent accidentally entering a wrong digit when you put the activation code in.

Again, be sure to enter the codes and version number exactly as given to you. It can be handy to use cut and paste when the information is sent to you by email.

De-activation

- De-activation Options
- De-activation by Telephone

De-activation Options

De-activating your Duxbury Program will make it stop running on this computer. Once you are de-activated, you can re-activate it later, or you can then activate on a different computer.

Just as with activation, on this screen you are choosing the communications method to de-activate.

As always, the preferred way to communicate is through the Internet.

De-activation by Telephone

De-activating your Duxbury Program makes it stop running on this computer. Once you have de-activated, you can re-activate again later. Or you can then activate your program on a different computer.

This page collects and displays the information you need to de-activate via the telephone. Normally you should speak with someone at Duxbury Systems who can step you through the process. If you cannot contact Duxbury Systems, you have the option to leave a message.

Note, however, if you leave a message, please be very careful to include **all the information** from this page. Speak clearly, and include your contact information: a phone number, an email address, or a mailing address, so that Duxbury Support can follow up as necessary to complete the de-activation for you.

Troubleshooting

- "Activation or De-activation Failure" below
- "Diagnosing Activation Problems" below

Activation or De-activation Failure

Due to situations that cannot be anticipated, there may be an error in the activation process. In that case you will probably find yourself on the Error Page. You may be able to recognize the problem and fix it yourself -- such as noticing a faulty Internet connection that you can fix, or recognizing that you typed in something in error -- or you may need help.

If you wish to request help directly from Duxbury Systems, the best thing to do is to click on the **Send** button on the Error Page to dispatch us an email. This email will be pre-filled with specific information about the error that you encountered. Please, add your own notes about any unusual or special circumstances that would help Duxbury Systems understand your situation.

As an additional step, your can try running the **Diagnostics** from the wizard's Main Menu. Here, as on the Error Page, you can click on the **Send** button to send Duxbury a second email. This email will contain information about your installation and the results of the diagnostic tests. You should add any additional notes that you think might help.

Diagnosing Activation Problems

If your activation request failed or you are uncertain about the current state of your program, you can run these diagnostic tests to help figure out the source of a problem. It is not generally informative to run diagnostics unless you have at least tried to activate your software or you were previously activated, but it never hurts.

Activation is tied to your computer. Issues can occur that interfere with your activation. An example is a hardware change such as installing a new mother board or swapping out a failed disk. Other issues may be less obvious, but sharing the diagnostic results with Duxbury Customer Support can help you resolve them. You can use the **Send Email** button on the Diagnostics page as a convenient means of making contact.

Top Section of the Diagnostics Screen - Installation Data

The Top Section identifies what we are trying to test.

Product and Version: identify the specific Duxbury program you are running.

Duxbury License Text: displays the license that you entered at installation time or afterwards. It also shows what the wizard presumes about whether your license is registered.

Activation Computer: Normally this field shows the name you gave the computer when you activated your Duxbury program.

Bottom Section of the Diagnostics Screen - Test Results

This section shows the results of all the diagnostic tests, or as many as were run. If a test was not run, it is usually because it does not apply, and its result field displays **N/A**.

License Check: shows whether the license supplied is a valid license for this Duxbury product.

Files Check: looks for all your activation related files. When all the key files are present, you see the result OK.

Installation Check: indicates whether the installer completed a critical step for activating your program. If you see Not installed you can try uninstalling and reinstalling your software. If it fails again, your installation process is not working.

Shared Activation Connection: This feature does not apply to the Macintosh platform.

Computer Hardware Match: checks that your product is running on the same computer hardware where you installed it. The most common results are: OK or Mismatch, but other technical messages may also appear. If you have replaced your hard disk or updated your BIOS without de-activating first, then this test will almost certainly fail. You can probably fix a Hardware Mismatch by unistalling your program, then reinstalling and re-activating. If the Hardware Mismatch persists, contact Duxbury to resolve the problem.

Activation Type: What you want to see from this test is the word "Normal." There is also a code displayed that can in some cases be helpful to Duxbury technical support.

Activation State: shows the state of your activation, according to the following chart.

Activation State Table

Value	Meaning	
Activated	OK. Your program should run normally.	
EXPIRED	Your evaluation license has expired (DBT only).	
BAD	Your activation has become internally corrupted.	
NOT ACTIVATED	Your program is not yet (or no longer) activated.	

Users Allowed: On the Macintosh platform, all activations are for a single user.

Max Valid Version: Normally this field displays your current program version, but it also indicates if your license qualifies for a newer version of the program than you are currently running. (In this case, use Check for Updates... from your Duxbury program top menu.) This field may also contain other data useful to Duxbury Support.

Features Match: shows whether the Feature Set from your installation has remained intact. The results are either OK or Invalid Feature Set accordingly. This test applies to DBT but not to NimPro.

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