



A Welcome Message From the CEO – Jason Curry

This newsletter has been months in the making. I've been so busy at sComm, I haven't had time to sit down and put my thoughts on paper (technically the computer screen) all summer. Now that fall has officially arrived and my travel schedule is slowing down, I will be sending a biweekly email to UbiDuo users and users-to-be. This will have a quick user tip to help you get the most out of your UbiDuo, a success story from one of our users, and short update on the goings-on at sComm.

UbiDuo Tip ONE - Saving a conversation FAQ

Did you know that you can save conversations on the UbiDuo? It's true! Conversations can be saved and downloaded to a computer (laptop or PC), where you can store or print them. This is especially helpful in some settings like an attorney's or doctor's office, where the chat session can be printed and added to the client's/patient's file. On the Split Screen, tab once to highlight the Save icon on the toolbar, and then press Enter. Or you can press the Control key and the F3 key at the same time. Ctrl.+ F3 also saves a conversation. Either way, a box will appear that says Enter Log File Name. Type in a name for the conversation -- you are limited to 8 characters -- and press Enter. Your conversation will be saved, and you will return to the Split Screen. Remember to move your saved conversations to a computer if you really want to save them. If your UbiDuo fully loses power, any saved conversations will be lost. For more information on saving conversations, check out the UbiDuo user manual or give sComm, Inc. Customer Support a call at 816.350.7008.



How long will the battery last?

One of the questions we hear most often in Customer Service is "How long does the UbiDuo battery last?" When used properly, the UbiDuo's battery should last 4 to 6 hours with the backlight on and 6 to 8 hours with the backlight off. To prolong the life of the battery (and what we mean by "proper use"), keep your UbiDuo plugged in if it is in one location and powered on all day. For example, if you work in an office and your UbiDuo is at your desk powered up for face to face conversations with coworkers, keep it plugged in to conserve battery power. Whenever you leave your desk, just

unplug it then fold up the 2 halves and carry it with you. Also, recharge your UbiDuo each night. This helps prolong the life of the battery. When you plug the power cord into the UbiDuo, you will see either a yellow or a green light. Yellow means the battery is low. Green means it is fully charged. Keep the power cord plugged in until the yellow light indicator turns green. That means it's fully charged, and you're ready to go! One last thing about charging the batteries is to make sure the power cords are plugged in all the way and the power cord is plugged in all the way into the black powerbox.

Callaway Community Hospital Meets Deaf Patients' Needs

Callaway Community Hospital in Fulton, Missouri, bought a UbiDuo two months ago to help serve their patients who are deaf. The hospital has had considerable experience with communication issues presented when patients are deaf or hard of hearing and staff can not sign. The hospital had on-call interpreters, but patients sometimes had to wait an hour or more for one to become available. Enter the UbiDuo. "From our standpoint, it's making our job much easier. We're able to communicate quickly, easily," said Lisa Clark, nursing unit director at Callaway Community Hospital. The hospital uses the UbiDuo in the emergency room, the obstetrics department, the medical/surgical unit, the intensive care unit, and the Fulton Medical Clinic associated with the hospital. "If we can make life easier for one deaf person, it's an investment that's worthwhile." said John Graves, CEO of Callaway Community Hospital.



Ubi Pricing News

Since hitting the market in January, the UbiDuo has been selling at the low, low price of \$1795, plus \$50 shipping cost. As of November 1, the price will be \$1995 for the UbiDuo. This includes shipping and the handy carrying case. The UbiDuo is made of two halves that worktogether. When you order one UbiDuo, you receive both halves.



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