

Troubleshooting Video Transcript, March, 2021

MC:

Our tutorial today is gonna be on some troubleshooting, some things that we noticed along the way when we got the unit from shipment. You know one of the things when these units are shipped internationally, you're bound to, you know with technology, it either works or it doesn't. But you're bound to, obviously it may come with some problems where things don't work as expected. And so one of the things that we noticed as we got it shipped here is that we had a power issue. But I'm going to tell you guys something. The moment we noticed there was an issue we contacted Dave Phillister at e-Braille and he was with us step by step to ensure that the unit was functional and I've got to tell you the support was amazing. So we had the unit running within about five or ten minutes and it was working fine.

Along the way there might be other issues that come that we're going to bring to you as we learn because it is a newer technology for us. We're just learning along the way like you guys are in some of these cases, especially with technology and troubleshooting. But along the way we're going to bring you those videos where we see fit.

And just to mention, that you know, we did have another issue with the unit where we had to ship it and I've got to tell you the turnaround was amazing. I got the unit back in a week. I shipped it out, I would say on a Wednesday got it back the next Wednesday. Everything works amazingly and I was so happy to have it in my in my hands again.

The one thing that I'm going to mention is, because it was shipped internationally, because it's coming from the U.S. now we're speaking here of Canada and Quebec where the units come from the U.S. They, the post service, actually told me that I had to pay a duty fee when they showed they up on my door. Do not pay for that. Contact Dave at e-Braille immediately, because they will handle that for you so you don't have to pay that. Because if you do end up paying, then it could take some time to get it back because it's a whole bunch of a process that goes along, you know, dealing with administration, and blah, blah, blah, blah. So if it ever happens that you do have to send the unit out, ship it to Dave at eBraille. When you get it back, if they do give you a charge, do not pay for that. Contact him immediately and he'll take care of it right away.

We want to also say that we're here for support if, you know, something doesn't go wrong and you really want to contact us or you do want to contact us not really want to contact us but you do want to contact us we are there to help you. Make sure that your system is functional. If we can't get it up and running of course Dave is the first person that you really should be contacting if you're having power issues and all that kind of stuff.

So, I just wanted to do this video, just because, to let you guys know that there might be some issues when you do get the unit and some troubleshooting issues that we're gonna address in the near future should things happen. So don't be afraid, don't worry we're here to help and so with that I want to wish you guys an amazing day and we'll see you guys later on.