

# eyeon™ go

## User Guide

Rev. 1.0 • September 2021



eyetech  
1-888-539-3832  
support@eyetechds.com

## Thank you for choosing the EyeOn Go!

Please inspect your EyeOn Go for damage that may have occurred during shipping prior to use.

Contact Support using the information in the “Support” section if any damage is observed.

Support is available Monday - Friday 6AM to 6PM PT



Phone: 1-888-539-3832 ext. 2

Email: [support@eyetechds.com](mailto:support@eyetechds.com)

### USING THIS MANUAL

Please review the EyeOn Go Quick Start Guide and User Manual before using your EyeOn Go.

Pay attention to the alerts below when encountered in the User Manual.

 **WARNING** 

The **WARNING** alert calls attention to a procedure or practice, which, if not correctly performed or adhered to, could result in personal injury.

**Do not proceed beyond a WARNING alert until the conditions identified are fully understood.**

**CAUTION**

The **CAUTION** alert calls attention to an operating procedure or practice, which, if not correctly performed or adhered to, could result in damage to the equipment or severely degrade the equipment’s performance.

Please carefully read all **CAUTION** alerts.

**NOTE**

The **NOTE/TIP** alert calls attention to supplemental information which may improve system performance or enhance the user experience.



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## SAFETY INFORMATION

While the **EyeOn Go** was designed with user safety in mind, please observe all safety warnings and precautions while using the **EyeOn Go** to prevent personal injury or damage to the device.

### INTENDED AND PROHIBITED USE

- The **EyeOn Go** is a speech generation device intended to provide individuals with severe speech impairments with the ability to meet their functional speaking needs. The primary purpose of the **EyeOn Go** is to provide synthesized speech through use of speech generating hardware and software.
- The **EyeOn Go** is appropriate for users of all ages. This device should not be used for clinical, therapeutic, or diagnostic purposes.
- The **EyeOn Go** can be used on a flat table or desktop surface by utilizing the integrated kickstand, or mounted to most wheelchair, floor, and tablet mounts using the 75x75VESA mounting pattern located on the back.
- The **EyeOn Go** is intended for daily, repeated use. Expected service life of the device is five (5) years.

### CHARGING AND BATTERY



#### WARNING



Inspect the power adapter and charging cable carefully prior to charging your device.

**Do not use the power adapter if there is any sign of damage or exposed wiring.**

Do not connect the power adapter to an outlet unless the plug blades can be fully inserted.

If the device produces unusual sounds or smells while charging, or becomes too hot to touch, unplug the device immediately and contact support.

- If your **EyeOn Go**'s power adapter is lost or damaged, contact EyeTech support.
- To ensure proper shutdown of the device, do not let your device's battery fully deplete.

### ENVIRONMENT AND STORAGE

- The **EyeOn Go** operates best between 32°F (0°C) and 104°F (40°C), indoors, in a dry environment.
- The **EyeOn Go** is not waterproof and should not be submerged or operated in the rain.
- Ensure that the device is properly powered down prior to storage. The device should not be in sleep mode for storage. Store the **EyeOn Go** in a dry environment between -4°F to 140°F (20°C to 60°C).
- Avoid exposing the **EyeOn Go** device to areas of extreme temperature. For example, storing the device in the car during the summer may adversely affect the performance of the battery life.
- Do not expose or submerge the **EyeOn Go** in liquid substances, or use the device near or in water.
- Do not expose the device to excessive amounts of dust or smoke.

The **EyeOn Go** or power adapter may become warm to the touch while charging. This is normal. However, if either becomes too hot to touch, unplug the device immediately and contact support.

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## MAINTENANCE AND CLEANING

### CAUTION

Do not dismantle or disassemble the device.

Do not place heavy objects on the **EyeOn Go** or the power adapter.

- To clean the **EyeOn Go** device, use an all-purpose or window cleaner (such as Windex®) on a soft cloth (such as microfiber).
- Avoid using strong cleaning substances, such as bleach
- To avoid any damage to the electronic components, spray the cleaning solution directly on the cloth and wipe the screen instead of spraying the solution on the device.

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## MOUNTING

- EyeTech Success Coaches will provide the best support possible for mounting equipment. However, you may need to contact your mount or wheelchair manufacturer for assistance.
- When mounting the EyeOn Go, ensure that the unit is securely fastened to the mount.

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## USING THE DEVICE

- Using the device at high volumes for extended periods of time can damage your hearing.
- Do not listen using headphones or earphones at high volumes for long period of times.
- Long periods of use may cause eye strain. Take a 10-15 minute break every hour of constant use.

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## RECYCLING AND DISPOSAL

- EyeTech cares about your safety as well as the environment and encourages its customers to properly dispose of devices and accessories in accordance with local regulations. The **EyeOn Go** utilizes an integrated Lithium Ion battery.
- Do not dispose of the battery in the garbage when replacing. EyeTech uses a third party agent for battery disposal. Go to <https://www.call2recycle.org/start-recycling/> and follow the directions listed there.
- Batteries must be disposed of properly in accordance with local regulations. Proper disposal of your device and the device's battery is important for safety as well as beneficial to the environment. In some areas, disposal of these items in household or business trash may be prohibited.



### WARNING



If the device is left with no battery charge for an extended period (2 months or more), the device battery can go into a continuous discharge state which can lead to battery swelling and out-gassing. If you intend to store the device for an extended period without use, ensure it has at least 30% battery charge.

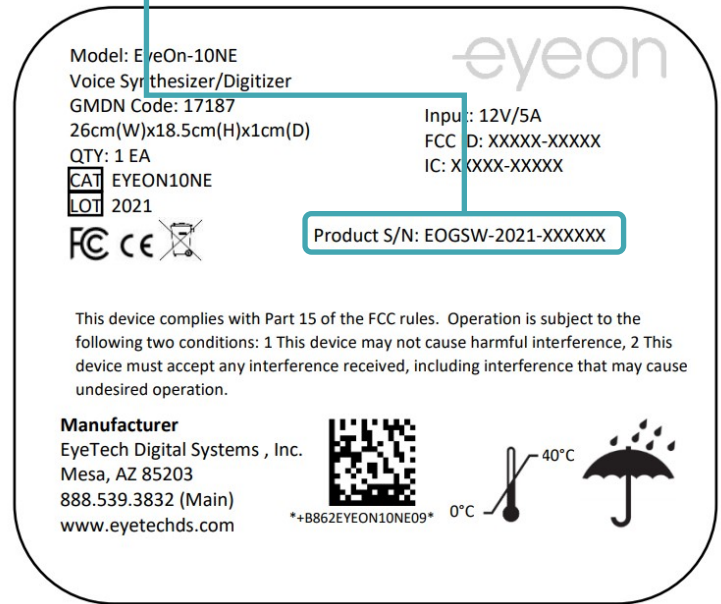
**Do not dispose of the battery in fire. This may cause the battery to explode.**

# PRODUCT OVERVIEW

## WHAT'S IN THE BOX?

- EyeOn Go Tablet
  - Speech Generating Software
- AC Adapter / Power Supply
- Microfiber Cloth
- Go Strap
- Documentation
  - Quick Start Guide
  - Quick Reference Guide
- PowerGrip™ Accessory Pack
  - Extended Battery
  - Additional Speakers
  - USB Type-A Ports x2
  - Switch Ports (3.5mm) x2
- BumpGuard™ Ruggedized Case
- USB Type-C to POGO Adapter

The label containing the device serial number and manufacturer information can be found on the back of the **EyeOn Go**. Support may need your serial number in order to assist you, so write your **serial number** down in a safe, secure place.

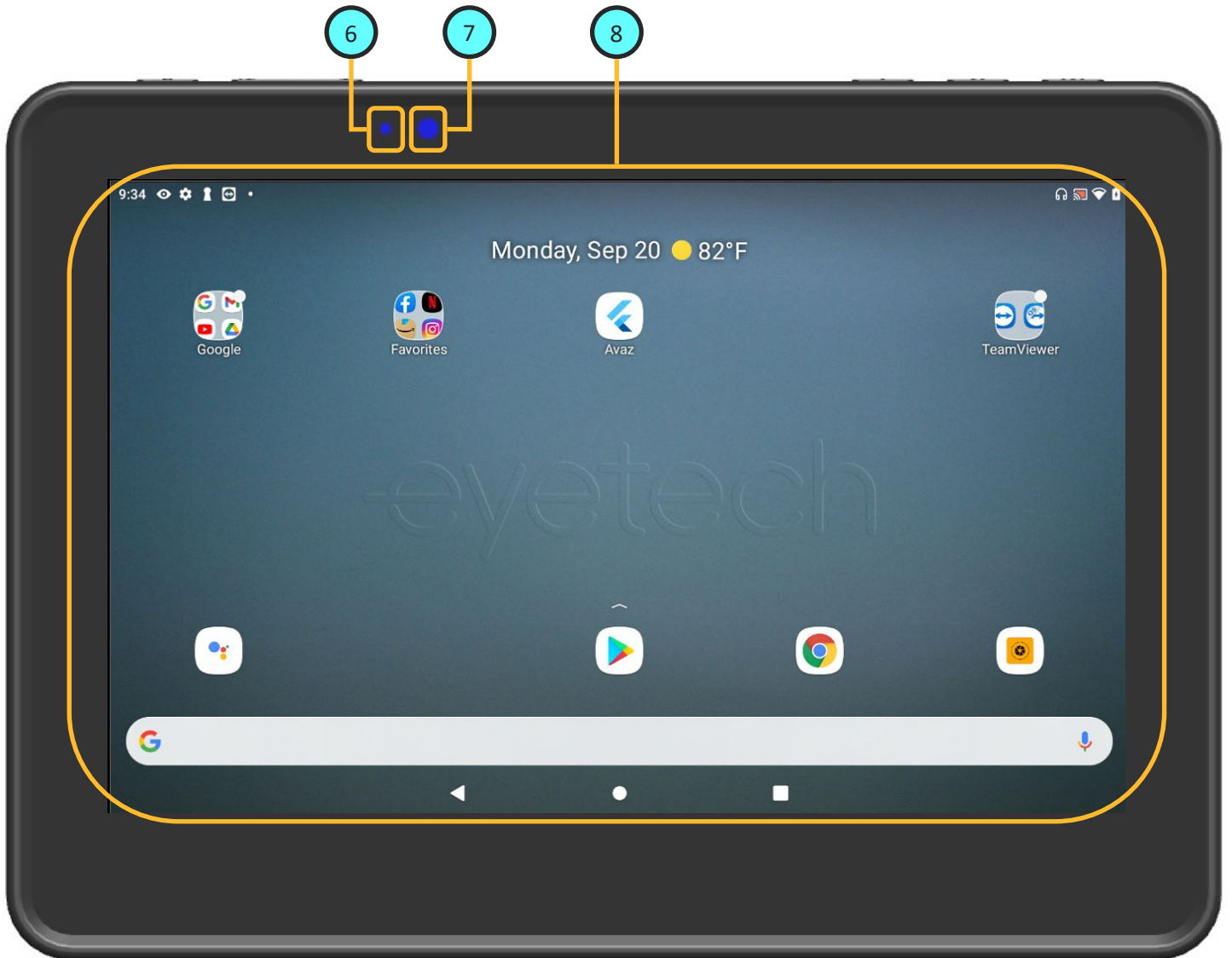
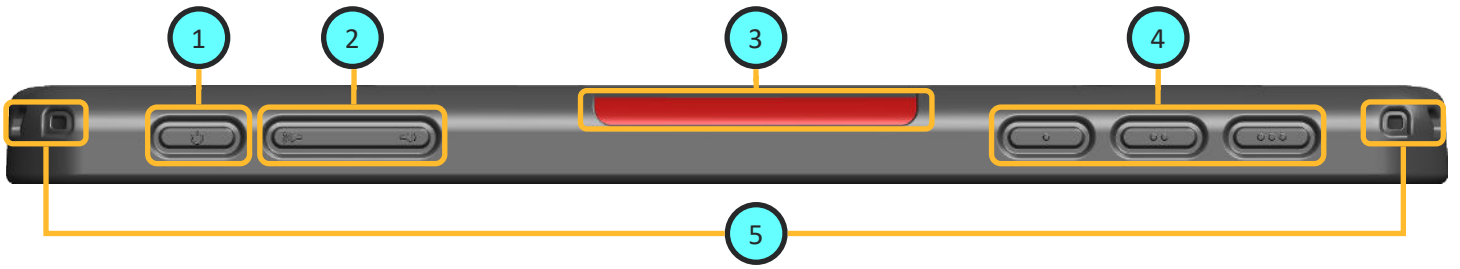


## SPECIFICATIONS

<b>Display</b>	Size/Type/Ratio	10.1" / IPS LCD / 16:10
	Resolution	1920x1200 IPS
	Touch display	10-point touch screen with anti-reflective film
	Viewing Angle	+/- 85° Vertical and Horizontal
	Refresh Rate	60 Hz
<b>Web Cameras</b>	Front Camera Resolution	2MP (1600x1200)
	Rear Camera Resolution	5MP (2560x1920)
<b>Network/Wireless</b>	Technology	Wi-Fi, Bluetooth, IR
	WiFi Standard	802.11 a/b/g/n/ac in 2.4Ghz and 5Ghz
	Bluetooth Technology	Bluetooth 4.1
	Environmental Control	Infrared (IR)

<b>Physical</b>	Dimensions	10.2 in / 258mm (Width) 7.3in / 186mm (Height) 0.5in / 12mm (Depth)
	Dimensions (w/ PowerGrip™)	10.2 in / 258mm (Width) 7.3in / 186mm (Height) 2.4in / 62mm (Depth)
	Weight	< 1.8 lbs / 0.8 kg < 3.3 lbs / 1.5 kg with PowerGrip™ Accessory Pack
	Material	Anodized Aluminum and Plastic with antimicrobial and antifingerprint coating
	Mount	VESA 75 x 75 mm (with PowerGrip™ Accessory Pack) (Rehadapt, Daessy, CJT)
	Kickstand	Included (with PowerGrip™ Accessory Pack)
	Environmental	Humidity: 10% to 90% Operational Temperature: 32°F (0°C) and 104°F (40°C) Storage Temperature: -4°F to 140°F (20°C to 60°C)
<b>Audio</b>	Speakers (Device)	2 Internal (8Ω1.2Wx2)
	Speakers (PowerGrip™)	2 Internal (4Ω3Wx2)
	Microphone	1 Internal
<b>Input/Output</b>	Ports	DC Plug Micro SD Micro HDMI (1.4 or higher) type D 3.5mm Headphone Jack POGO pin for access to PowerGrip™ Accessory Pack USB Type A 2.0 (x2) (PowerGrip™ Accessory Pack) 3.5mm switch port (x2) (PowerGrip™ Accessory Pack) USB Type C to POGO adapter
	Buttons	User Programmable Buttons (x3)
<b>Computer</b>	Operating System	Android 11
	Processor	ARM-based MTK 8788
	Memory	8 GB RAM
	Storage	128 GB Flash Memory
<b>Power</b>	Battery Type	Lithium Ion
	Battery Life	30Wh (8000 mAh/3.8V) (76Wh (10000 mAh/7.6V with PowerGrip™)
	Power Adapter	Input: 110/240V AC 50/60Hz MAX 1.7A Output: 12VDC/ Minimum: 5A
<b>Certifications</b>		USA—PDAC Coded, FDA Registered; UK/EU-CEI; MDR EN60601-2

## FRONT AND TOP VIEW





## 1—Power Button

Tap the Power Button on the top of the EyeOn Go to put the device to sleep, or wake it for use.

## 2—Device Volume Control

Used to adjust the volume higher (+) or lower (-) on the device.

## 3—Infrared Transmitter/Receiver

Transmits and reads infrared signals in order to allow for environmental controls. This part of the device should face the device that you wish to control.

## 4—User Defined Buttons

This button can be customized for different functionality.

## 5—Strap Hooks

A tablet carrying strap (sold separately) can be attached here to carry the device by hand or shoulder.

## 6—Power Status Indicator

The power indicator light will display green when the **EyeOn Go** is on, in sleep mode, or charging. The power indicator light will be off when the device is shut down.

## 7—Charge Status

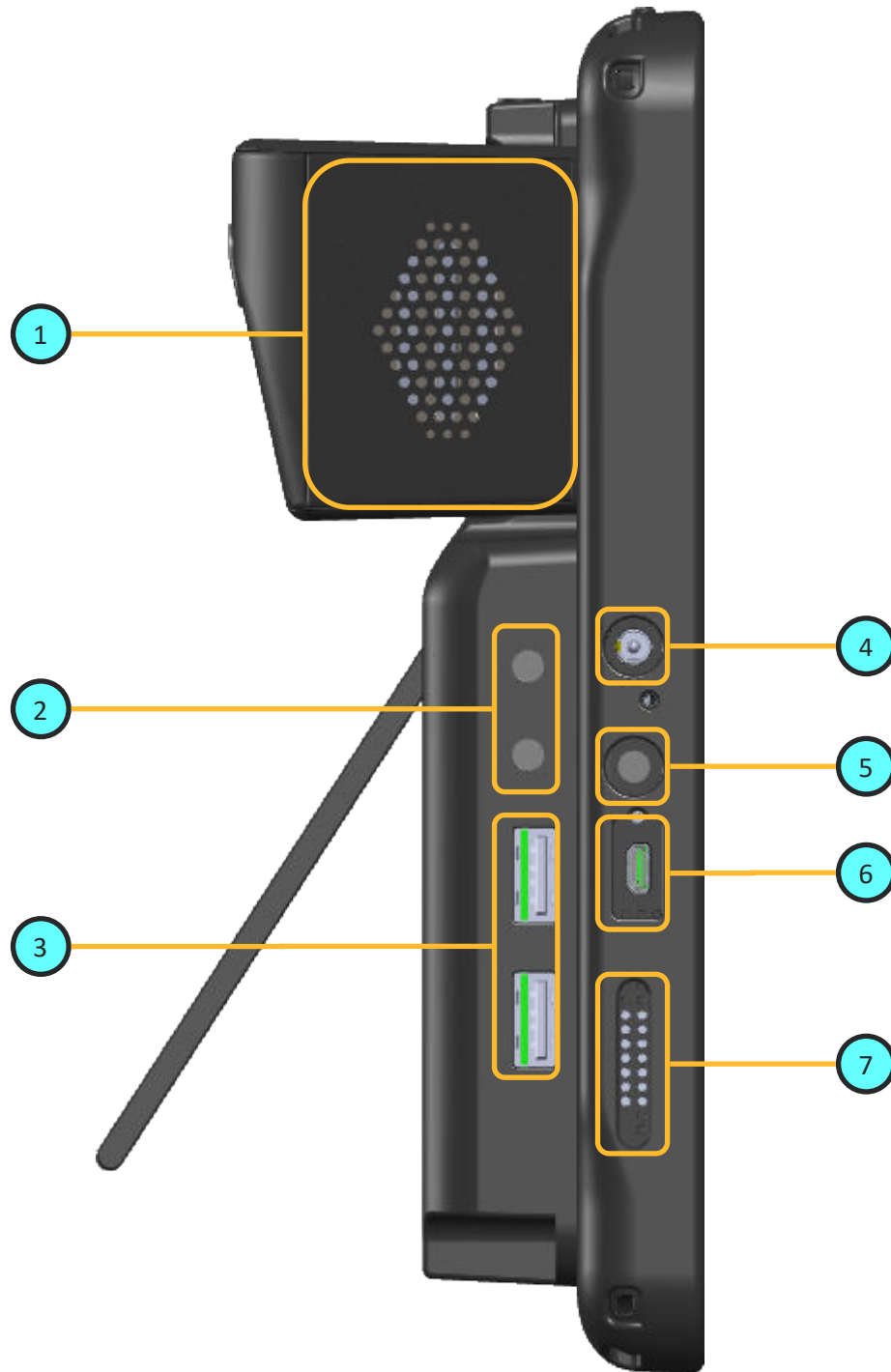
The charge status light provides an indication of the battery charge level.

- **Green**      **Battery is charged to 100%.**
- **Yellow**      **Power supply is plugged in and battery is charging.**
- **Red**      **Battery charge is less than 15%. Plug the device in.**

## 8—Touchscreen

The screen features a 10-point projective capacitive touchscreen with a chemically hardened glass surface for added durability.

## SIDE VIEW



### 1—Speakers (PowerGrip™)

The PowerGrip™ Accessory Pack includes two additional speakers to maximize volume level for speech output.

### 2—Switch Ports (PowerGrip™)

3.5mm switch ports allow switch access in a variety of apps. Switches are not included with the **EyeOn Go**, but most switches that use a standard 3.5mm switch port are compatible with the device.

### 3—USB Ports (PowerGrip™)

Two USB-A 3.0 ports are available with the included PowerGrip™ Accessory Pack.

### 4—Charging Port

To charge your device, connect the power supply cord included with your device via the charging port.

### 5—Headphone Jack

A standard 3.5mm audio jack that can be used with a variety of headphones and earphones.

**WARNING**

Using the device at high volumes for extended periods of time can damage your hearing.  
Do not listen using headphones or earphones for long periods of time.

### 6—Micro HDMI Port

The included Micro HDMI port allows you to connect to larger displays. Cable not included.

### 7—Speakers (Device)

The device's side speakers are integrated and provide additional volume.

**CAUTION**

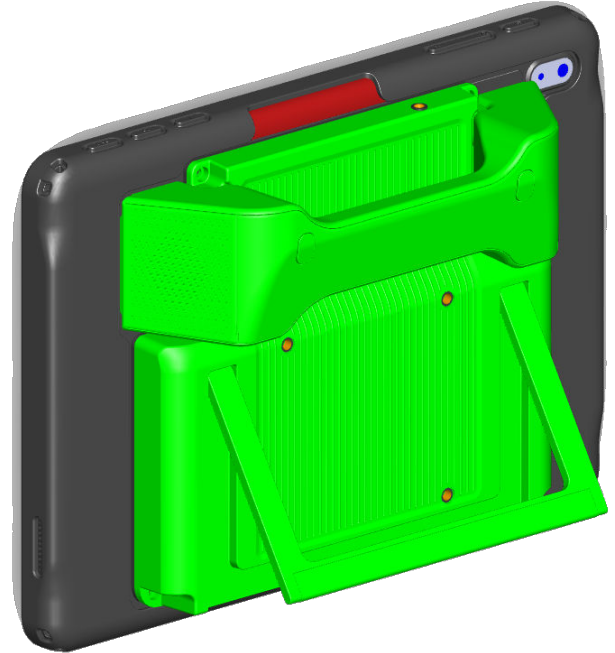
Your EyeOn Go is only authorized to be used with the supplied power adapter to charge your device.

The use of an unauthorized power adapter can lead to device damage or fire.

**POWERGRIP POWER & ACCESSORY UPGRADE PACK**

The PowerGrip™ power and accessory upgrade pack adds convenient features to the **EyeOn Go**:

- Additional 5-8 hours of battery life.
- Easy grip handle for carrying.
- Additional input/output ports: USB 2.0 (2) and 3.5 mm Switch Jacks (2).
- Environmental control functionality via built-in radio and infrared
- Environmental controls (IR + Z-Wave RF)



Input / Output	Ports	USB 2.0 (2) 3.5 mm Switch Jack (2)
	Materials	Anodized Aluminum and Plastic
Physical	Environmental	Humidity: 10% to 90% Operating Temperature: 32°F to 104°F (0°C to 40°C) Storage Temperature: -4°F to 140°F (20°C to 60°C)
	Battery Life	5-8 Hours of Additional Battery Life to EyeOn Go (based on use)
Power	Charging Time	6-7 Hours (EyeOn Go with PowerGrip)
	Internal Battery	95Wh, 2850mAh

**INSTALLATION**

The PowerGrip™ is attached to the back of the **EyeOn Go** via a 8 pin POGO connection. The PowerGrip™ can be removed to allow the tablet to be used in a stand-alone scenario.

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## BUMPGUARD™ PROTECTIVE CASE

The BumpGuard™ protective case provides additional durability to help prevent damage if the EyeOn is dropped. The case surrounds all four sides of the EyeOn device.

<b>BumpGuard™ Specifications</b>	Materials	Plastic: LEXAN™ COPOLYMER EXL1414 Thermoplastic Polyurethane (TPU): Estane® S385A
	Environmental	Humidity: 10% to 90% Storage Temperature: -4°F to 140°F (20°C to 60°C)

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## INSTALLATION

The BumpGuard™ is fitted to the **EyeOn Go** as one piece. To install, stretch the edges over each corner of the device. Adjust as necessary to ensure a snug fit on all four corners.

### NOTE

The PowerGrip™ will only charge after your device is fully charged.

When not connected to the power adapter, it will discharge before drawing power from your device.

### NOTE

The PowerGrip™ and BumpGuard™ are sold separately or are pre-installed with the EyeOn Go package.

Please contact your sales representative for details.

## SPEECH GENERATION SOFTWARE SETUP

1. Open the speech software by clicking its icon on the home screen menu.
2. Create an account by entering your email address and a password.
3. Create a user profile by entering the user's name, age, and gender. Select Continue when finished.



### Create account, Sign up to get started!

Full Name  
Arbaaz Gowher  
Please enter your name



Email  
arbaaz@avazapp.com  
Account already registered with this email

Password  
\*\*\*\*\*  
Please create a password


**Sign up**

By continuing, you agree to our [T&C](#) and [privacy policy](#).

I'm already signed up, [Login](#)

### Create a user profile, for a personalised experience!

Picture  


Name  
Aliyah  
Please enter the name

Age  
17  
Please enter the age

Gender  
 Male  Female  Other  
Please select an option

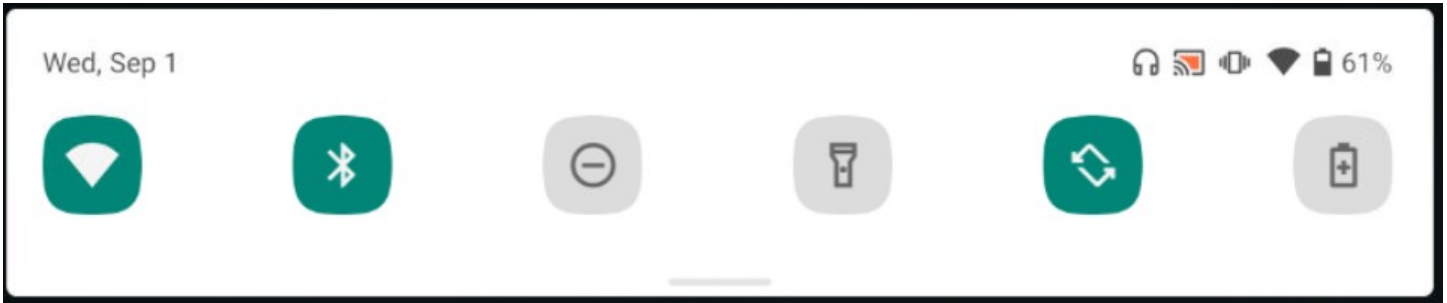
**Continue**

**Later**  
You can also create a profile later in settings

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## ADJUSTING SETTINGS

The Quick Menu can be accessed by swiping down from the top edge of the screen, towards the center.




The Quick Menu offers the most used settings for the **EyeOn Go**. Some settings can be accessed in a different way by “long pressing” on its icon (hold your finger on the icon for 1 second, then release).

Further settings can be accessed by swiping down on the Quick Menu again.

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## CONNECTING TO A WIRELESS NETWORK (Wi-Fi)

Connect the **EyeOn** to the internet to access any online features.

1. **Long Press** on the Wireless settings menu.  A list of wireless networks in your area will appear.
2. Select your wireless network from the list and select **“Connect”**.
3. Enter the password for the Wi-Fi network and select **“Next”**.


### TIP

If you're unable to connect to your wireless network, or do not know your wireless password, check with your service provider or the person who set up your network.

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## CONNECTING A BLUETOOTH DEVICE

Connect the **EyeOn** to the internet to access any online features.

1. **Long Press** on the Bluetooth settings menu.  A list of Bluetooth devices in your area will appear.
2. Ensure that your Bluetooth device is discoverable.
3. Select **Add New Device**.
4. Select your device from the list.

### TIP

A Bluetooth device can usually be made discoverable by entering its Bluetooth Settings menu or by entering a specific button combination. Check your device's user

### EYEON SUCCESS COACH PROGRAM

We know each customer has very different needs from their AAC technology, so upon receipt of your EyeOn device, we will work with you to schedule your first success coach session. We provide live, personalized, one-on-one coaching and support.

Our Success Coach program is here to ensure your experience with EyeOn meets or exceeds your expectations. We have designed this program to support your unique goals, so you can utilize EyeOn as a seamless extension of yourself.

#### Success coaches will assist you with:

- Training in vocabulary programs available in EyeTech products.
- Device/Software Customization
- Activity planning
- Caregiver Support
- Technical Support
- Planning, designing, and building out the system
- All while helping to deal with any unexpected challenges along the way.

**support@eyetechds.com**

**1 (888) 539-3832 Ext 2**



## MANUFACTURER LIMITED WARRANTY

EyeTech Digital Systems, Inc. products come standard with a twenty-four (24) month manufacturer's limited warranty from the date of product shipment. We offer expanded coverage options, outlined below, available at the time of device purchase.

We commit that our products will remain free of defect in material and workmanship while they are covered under this warranty period. If you discover a defect, EyeTech will, at its option, repair or replace your device with a new or refurbished unit of the same or similar model.

Please review the EyeOn warranty coverage options below to choose the one that best meets your needs.

	Standard	Premium	Premium+
<b>Warranty Term *</b>	<b>2 Years</b>	<b>2 Years</b>	<b>4 Years</b>
<b>Success Coach Support</b>	✓	✓	✓
<b>Coverage against mechanical failure or defect</b>	✓	✓	✓
<b>One-way shipping costs covered</b>	✓	✓	✓
<b>Accidental damage coverage</b>	—	✓**	✓
<b>Shipping cost coverage for device repairs</b>	—	✓	✓
<b>Device replacement ships in advance with warranty repair</b>	—	—	✓

\* Warranty term begins on date of device shipment.

\*\* Accidental damage coverage for up to 2 incidents throughout the warranty term

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## WARRANTY FREQUENTLY ASKED QUESTIONS

### What does the manufacturer's limited warranty cover?

This limited warranty covers defects in materials and workmanship in your EyeTech products, including EyeTech peripheral products (BumpGuard, PowerGrip, external switches and mounts sold by EyeTech, etc).

### What is not covered under the manufacturer's limited warranty?

The manufacturer's limited warranty does not cover:

- Software not provided by EyeTech (including, but not limited to, the operating system and software added to EyeTech products).
- Products and accessories not provided by EyeTech.
- Problems that result, directly or indirectly, from:
  - External causes such as accident, abuse, loss, misuse, or problems with electrical power.
  - Servicing not authorized by EyeTech.
  - Usage that is not in accordance with product instructions.
  - Failure to follow the product instructions or failure to perform preventive maintenance.
  - Using accessories, parts or components not supplied by EyeTechCommercial hardware products that use, or in which have been installed, or components that have not been provided by EyeTech.
  - Products with missing or altered service tags or serial numbers.
  - Normal wear and tear of device or internal battery.

### When does the warranty period start?

The manufacturer's limited warranty begins from the date the product is shipped. The ship date can be found on the packing slip received with your device purchase.

### How is shipping handled when sending a device in for repair?

The client is responsible for shipping costs to our repair centers and ensuring that devices are packaged properly and safely when being sent in for repair.

- EyeTech is not responsible for any damages incurred due to improper packaging or shipping methods.
- EyeTech will issue an RMA (Return Material Authorization) number specific to your warranty repair claim. **This RMA number must be clearly labeled on the outside of the shipping box for device repair shipments to be accepted.**
- EyeTech will cover return shipping costs when device repair has been completed.

## What options do I have if my issue is not covered under warranty?

EyeTech provides quality hardware repairs for devices that are less than 5 years old and that are no longer covered by a limited hardware warranty.

- Repairs to common accidental issues like broken/cracked displays, I/O Ports (USB, Audio Jack, HDMI, etc.), damaged power/volume buttons, etc. are included.
- These types of repairs are normally handled by contacting EyeTech support and notifying us that you are looking for an out of warranty repair.
- EyeTech may inform you of a location to ship the damaged device and, upon receipt, will assess the device for damage and provide a cost estimate for the out of warranty repair.

Upon receipt of payment, the repair process begins.

## What added benefits do I receive with the Premium Warranty?

The Premium Warranty option includes the following added benefits to your device coverage:

- Advanced coverage for your device for 24-months from the date of purchase.
- Accidental damage coverage for your device (up to 2 incidents throughout your warranty term).
- Shipping cost coverage (incoming and outgoing) for device repairs.

Upon acceptance of a warranty claim, EyeTech will ship you a box with return label to send your device in for repair.

### NOTE

Accidental damage claims must affect the functionality of the device in order to be eligible for a warranty repair. Cosmetic damage that does not affect functionality of the device are not eligible for warranty repair.

## What added benefits do I receive with the Premium+ Warranty?

The Premium+ Warranty option includes the following added benefits to your device coverage:

- Advanced coverage for your device for 48-months from the date of purchase.
- Accidental damage coverage for your device throughout your warranty term.
- Advanced shipment of a replacement device.
- Shipping cost coverage (incoming and outgoing) for device repairs.

Upon acceptance of the warranty claim, an RMA will be provided, and EyeTech will ship you a replacement device with a return label to return your device.

You will have 30-days from receipt of your replacement device to return your original device to EyeTech.

### NOTE

You will be charged for the replacement device if your original device is not received by EyeTech within 30 days.

## DIRECTIVES AND STANDARDS

### **ISO 14971:2019**

Medical Devices - Application of risk management to medical devices

### **EN 61000-3-3:2013**

Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current  $\leq 16$  A per phase and not subject to conditional connection

### **IEC 62304:2006**

Medical device software - Software life cycle processes

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## COMPLIANCE

### **Statement of Compliance**

EyeTech Digital Systems, Inc. declares that this equipment is in compliance with, and is built to the provisions of Regulation (EU) 2017/745 for medical devices.

### **Applicable Directives**

EyeTech Digital Systems, Inc. declares that this equipment is in conformity with the provisions of Regulation (EU) 2017/745 for medical devices.

### **European Representative and Distributor:**

EyeTech International LTD  
Ganzenstraat 1, 3815 JA Amersfoort  
Netherlands

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## WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT INFORMATION

**(PRN) Producer Registration Number: WEE/DU4013YD.**

### Waste Electrical and Electronic Equipment (WEEE) Return Instructions

If you would like to dispose of EyeTech branded products under the Waste Electrical and Electronic Equipment Directive, please email [support@eyetechds.com](mailto:support@eyetechds.com) providing full details including serial numbers (if appropriate) of all waste to be collected and disposed of. Please provide full contact details, including a collection address, email, and phone number. You will be contacted by an EyeTech representative to either schedule waste collection or request additional information.

On behalf of EyeTech, we thank you for the proper disposal of your waste electrical and electronic equipment products.

### General Information

In the European Union (EU), waste from electrical and electronic equipment (WEEE) is now subject to regulation designed to prevent the disposal of such waste and to encourage measures to minimize the amount of waste ultimately disposed. The objective of this regulation is to preserve, protect, and improve the quality of the environment, protect human health, and utilize natural resources prudently. In particular, the EU WEE Directive 2002/96/EC (the WEEE Directive) requires that producers of electronic equipment be responsible for the collection, reuse, recycling, and treatment of WEEE which the Producer places on the EU market after August 13, 2005. EyeTech, as an electronics producer and distributor, endeavors to meet these environmental responsibilities for managing WEEE. In doing so we are providing the following to inform our customers about EyeTech's WEEE collection process.

### WEEE Collection Process

If you have purchased an EyeTech branded electrical or electronic products in the EU on or after August 13, 2005 and intend to discard these products at the end of their useful life, please do not dispose of them with your other household or municipal waste. Please be aware that EyeTech is making a return and collection system available for discarding these products.

When EyeTech branded electrical or electronic products sold into the EU have reached the end of its useful life, EyeTech will collect the WEEE from our customers and route it to our treatment contractor in the UK, where the waste will be audited and screened for correct disposal. Where possible, the products will be reused. Material that cannot be reused in some form is recycled by our asset recovery contractor.

To help in the proper handling of electronic products at the end of their useful life, EyeTech requests you return those products using the instructions provided above so products can be collected, dismantled for reuse and recycle, and properly disposed of.

### Other Information

For any other general inquiries related to EyeTech's WEEE compliance program, please submit your questions to [support@eyetechds.com](mailto:support@eyetechds.com).

By working together with our customers for the return of EyeTech products, we can better meet our environmental stewardship goals in the UK and EU by properly managing product returns for reuse, recycling, and waste minimization wherever possible. With your help, we can continue our commitment to protecting the global environment.