**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**

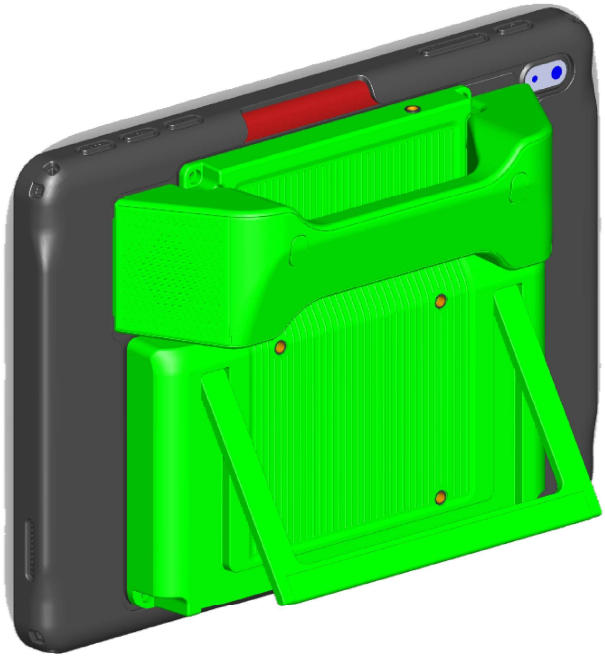
Your EyeOn Go is only authorized to be used with the supplied power adapter to charge your device.

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)<br>3.5 mm Switch Jack (2) |
| Physical | Materials | Anodized Aluminum and Plastic |
| | Environmental | Humidity: 10% to 90%<br>Operating Temperature: 32°F to 104°F (0°C to 40°C)<br>Storage Temperature: -4°F to 140°F (20°C to 60°C) |
| Power | Battery Life | 5-8 Hours of Additional Battery Life to EyeOn Go (based on use) |
| | 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.

## 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.

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

## 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.

## 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 setings can be accessed by swiping down on the Quick Menu again.

## 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.

## 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+ |
|---|---|---|---|
| **Warranty Term *** | **2 Years** | **2 Years** | **4 Years** |
| **Success Coach Support** | ✔ | ✔ | ✔ |
| **Coverage against mechanical failure or defect** | ✔ | ✔ | ✔ |
| **One-way shipping costs covered** | ✔ | ✔ | ✔ |
| **Accidental damage coverage** | — | ✔** | ✔ |
| **Shipping cost coverage for device repairs** | — | ✔ | ✔ |
| **Device replacement ships in advance with warranty repair** | — | — | ✔ |

* Warranty term begins on date of device shipment.

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

## 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 receive 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 <= 16 A per phase and not subject to conditional connection

**IEC 62304:2006**
Medical device software - Software life cycle processes

## 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

# 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 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.

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.

## FCC Warning

**15.19 Labeling requirements.**
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
**15.21 Information to user.**
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
**15.105 Information to user.**
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-- Reorient or relocate the receiving antenna.
-- Increase the separation between the equipment and receiver.
-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

**Specific Absorption Rate (SAR) information:**
This product meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health.
FCC RF Exposure Information and Statement The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This device was tested for typical body-worn operations with the back of the EyeOn Go kept 0mm from the body.
**Body-worn Operation**
This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 0mm for body worn must be maintained between the user’s body, including the antenna.Use only the supplied or an approved antenna.

## IC Warning

This device complies with Industry Canada’s licence-exempt RSSs. Operation is subject to the following two conditions:
(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
(3) This device is indoor use only when operate in frequency band 5150-5250MHz.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The information listed above provides the user with information needed to make him or her aware of a RF exposure, and what to do to assure that this radio operates within the exposure limits.
The device complies with RF specifications when the device used at 0mm from the body.

## RED Warning

1. Use careful with the earphone maybe possible excessive sound pressure from earphones and headphones can cause hearing loss.

2. Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
3. The product shall only be connected to a USB Micro interface of version 2.0 or higher.
4. Adapter shall be installed near the equipment and shall be easily accessible.

CE 5. The operating temperature of the EUT can’t exceed 40℃ and shouldn’t be lower than -20℃.
6. The plug considered as disconnect device of adapter.
7. The device complies with RF specifications when the device used at 0mm from your body.
8. Only indoor use for band 5150-5250MHz.
Hereby, EyeTech Digital Systems, Inc. declares that this EyeOn Go product is in compliance with essential requirements and other relevant provisions of Directive 2014/53/EU. This product is allowed to be used in all EU member states.