eyeon™ go

User Guide

Rev. 1.0 • September 2021

eyetech

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

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.

eyetech

EyeTech
1128 E Greenway St.
Suite 1
Tempe, AZ 85282

Phone: 888.539.3832
Fax: 480.718.5243
info@eyetechds.com
www.eyetechds.com

TABLE OF CONTENTS

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.

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.

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.

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.

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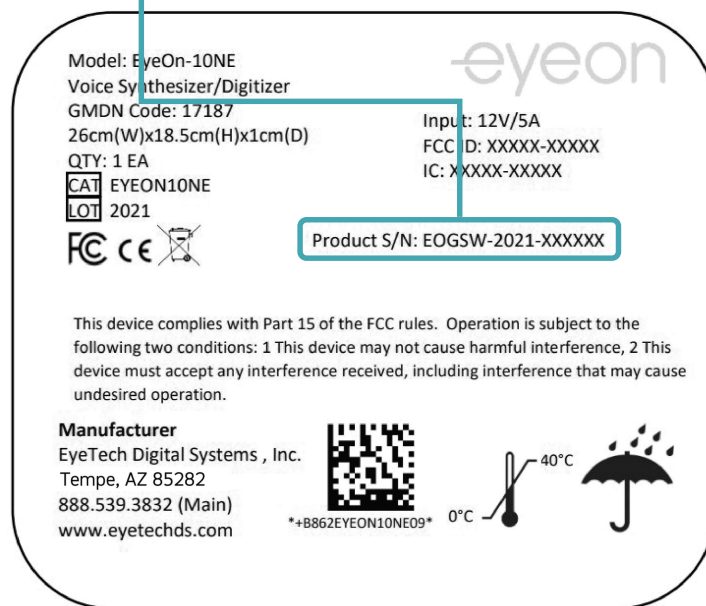**Do not dispose of the battery in fire. This may cause the battery to explode.**

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.
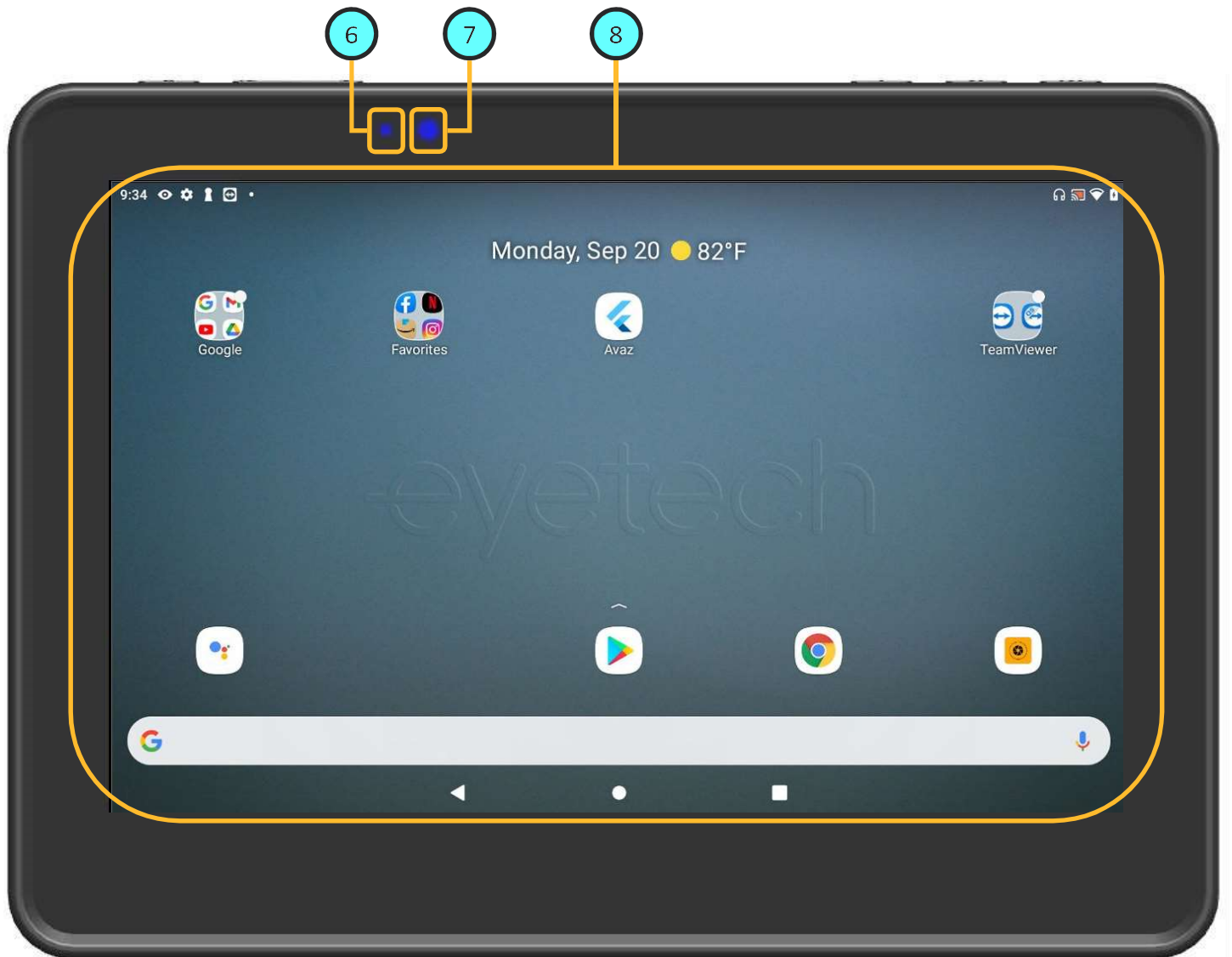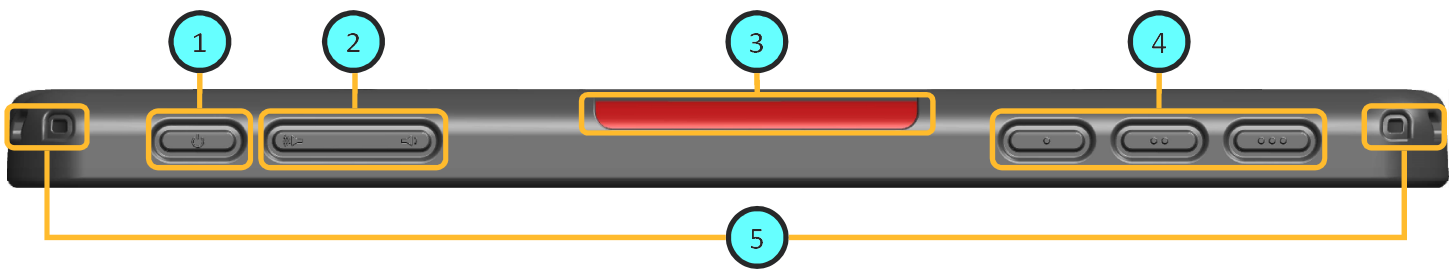
Model: EyeOn-10NE
Voice Synthesizer/Digitizer
GMDN Code: 17187
26cm(W)x18.5cm(H)x1cm(D)
QTY: 1 EA
CAT EYEON10NE
LOT 2021

Input: 12V/5A
FCC ID: XXXXX-XXXXX
IC: XXXXX-XXXXX

Product S/N: EOGSW-2021-XXXXXX

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, 2 This device must accept any interference received, including interference that may cause undesired operation.

Manufacturer
EyeTech Digital Systems , Inc.
Tempe, AZ 85282
888.539.3832 (Main)
www.eyetechds.com

+B862EYEON10NEO9

40°C
0°C

EOGSW-0000-123456

SPECIFICATIONS

Display	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
Web Cameras	Front Camera Resolution	2MP (1600x1200)
	Rear Camera Resolution	5MP (2560x1920)
Network/Wireless	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)

Physical	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 ℃) and 104°F(40 ℃) Storage Temperature: -4°F to 140°F(20 ℃ to 60℃)
Audio	Speakers (Device)	2 Internal (8Ω1.2Wx2)
	Speakers (PowerGrip™)	2 Internal (4Ω3Wx2)
	Microphone	1 Internal
Input/Output	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)
Computer	Operating System	Android 11
	Processor	ARM-based MTK 8788
	Memory	8 GB RAM
	Storage	128 GB Flash Memory
Power	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
Certifications		USA—PDAC Coded, FDA Registered; UK/EU-CEI; MDR EN60601-2

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 and 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.