EYEON PRODUCT MANUAL

Model:EyeOn-14WE

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PRODUCT MANUAL

INTRODUCTION

Symbol Definitions:

Symbol	Definition
⚠ WARNING!	The **WARNING** symbol calls attention to a procedure, practice, or the like, which, if not correctly performed or adhered to, could result in personal injury. Do not proceed beyond a WARNING symbol until the conditions identified are fully understood.
⚠ CAUTION!	The **CAUTION** symbol calls attention to an operating procedure, practice, or the like, which, if not correctly performed or adhered to, could result in damage to the equipment or severely degrade the equipment's performance.
❶ Note/Tip:	The **NOTE/TIP** symbol calls attention to supplemental information which may improve system performance or enhance the user's experience.

⚠ CAUTION! Your EyeOn 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 permanent device malfunction or fire.

⚠ **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.**

If your EyeOn's power adapter is lost or damaged, contact your supplier.

EYEON™

Product Overview:

What's included with your EyeOn?
- ✓ EyeOn Tablet
- ✓ Power Supply
- ✓ Quick Start Guide
- ✓ Quick Reference Guide
- ✓ Cleaning Cloth

Optional Accessories:
- ✓ BumpGuard™ (protective case)
- ✓ PowerGrip™ (external battery pack)
- ✓ Accessibility Mounting Plate

EyeOn – Features

Power Status

Charge Status

Front Camera

Charging Port

USB Port

Eye Gaze Reset Button

Touchscreen

Speakers

Power

Volume Up & Down

Eye Gaze Camera

Rear Camera

Headphone Port

USB Port

HDMI Port

Speakers

Kickstand
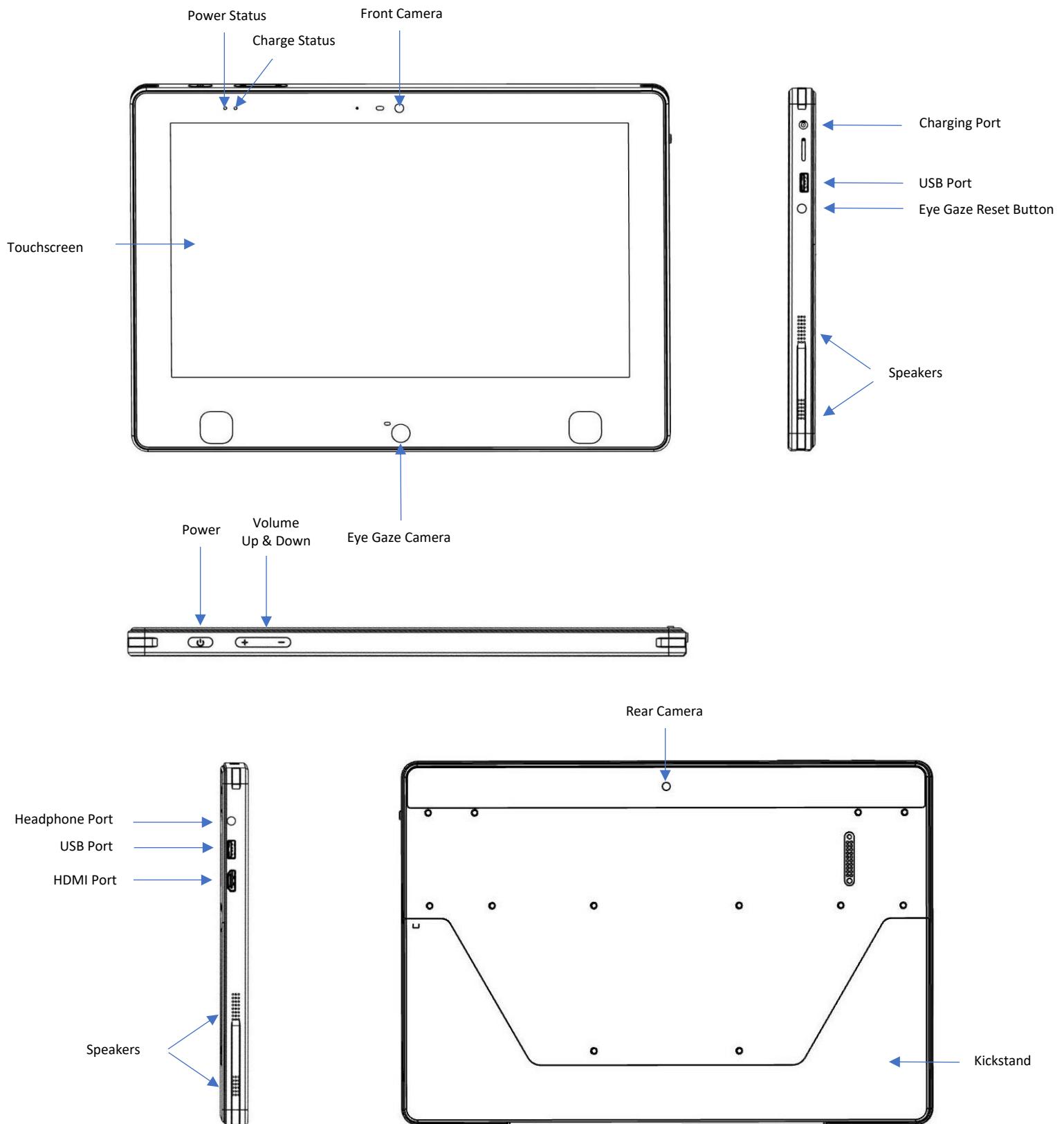
EyeOn – Technical Specifications

Display	Size/Type:	14" IPS LCD Display
	Resolution:	1080p (1920x1080)
	Aspect Ratio:	16:9
	Viewing Angle:	85° Vertical and Horizontal
	Refresh Rate:	59 Hz
	Protection:	Gorilla® Glass Screen Protection
Web Cameras	Front Camera Resolution:	2MP
	Rear Camera Resolution:	5MP
Eye Tracker/EyeGaze	Technology:	AEYE 2.0 Eye Tracker Camera with 2nd Generation Eye-Tracking-On-A-Chip Technology
	Camera Resolution:	8MP
Physical	Dimensions:	14.2 in / 36.2 cm (Width) 9.8 in / 24.8 cm (Height) .72 in / 1.8 cm (Depth)
	Weight:	< 4.5 lbs / 2 kg
	Material:	Aluminum Chassis
	Mount:	VESA 100 x 100 (100mm)
	Kickstand:	Integrated Kickstand Compatible with DAESSY, Rehadapt and Mount'n Mover Mounting systems
	Environmental:	Humidity: 10% to 90% Operating Temperature: 32°F - 104°F / 0°- 40°C Storage Temperature: 4°F - 140°F / -20°- 60°C Protection: IP 54 Rating
Network/Wireless	Technology:	Wi-Fi, Wi-Fi Direct, and Bluetooth
	Standard:	802.11 a/b/g/n/ac
	Frequency:	2.4GHz and 5GHz
	Bluetooth Technology:	4.2
Audio	Speakers:	4 Internal
	Speaker Power:	1.5W Each, 6W Total with Amplifier
	Microphone:	1 Internal
Input/Output	Ports:	USB 3.0 (2) HDMI Output 3.5 mm Audio Jack 5.5 mm Charging Port
Computer	Operating System:	Microsoft® Windows 10 Pro (x64-bit)
	Processor:	Intel Core i5-7Y54
	Memory:	8GB
	Storage:	256GB SSD
Power	Battery Life:	Up to 8 Hours of Battery Life
	Power Adapter Input:	100 – 200V ~ 50-60Hz
	Power Adapter Output:	19VDC 3A
Certifications:		PDAC-Coded, FDA Registered

EyeOn – Feature Details

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

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

Charge Status Light Color	Battery Level
Green	Battery charged to 100%.
Yellow	Power supply is plugged in and battery is charging.
Red	Battery charge is less than 15%.

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

Eye Gaze Camera
The EyeOn can be operated through a touchless interface by using the built-in eye gaze camera to control the cursor on the screen with your eye movement. Eye gaze can be accessed through the speech generating software or QuickACCESS software that comes pre-loaded on your device.

Front Camera
The front facing camera above the screen features a 2 megapixel webcam for use with your favorite apps.

Rear Camera
The rear facing camera on the back of the device features a 5 megapixel webcam for use with your favorite apps.

Charging Port
The power supply included with your device can be connected to the EyeOn via the charging port which will charge your device. Your EyeOn will include an appropriate connector that meets the power receptacle requirements for your geographic location.

USB Port
The EyeOn has two available USB 3.0 port which can be used with accessories.

Headphone Port
The EyeOn includes a 3.5mm audio jack for use with headphone and speaker peripherals.

HDMI Port
The EyeOn includes an HDMI output port for connection to other displays.

Eye Gaze Reset Button
The EyeOn includes an eye gaze reset button allowing the eye gaze camera to be reset within seconds.

Speakers
The EyeOn includes four speakers integrated inside of the housing to maximize the volume level for speech output.

Power
The power button can be used to shut down, turn on, and wake the EyeOn from sleep mode, as follows:

Device Function	Power Button Operation
To Shut Down:	Hold power button down for seven seconds.
To Turn On:	Press the power button once.
To Wake From Sleep Mode:	Press power button once (less than seven seconds).

Kickstand
The EyeOn has an integrated kickstand which provides additional mobility by allowing you to use the device on any table or desk surface.

Volume Up & Down
The EyeOn allows volume level can be adjusted by pressing the volume control buttons (+ or -).

Accessory Overview:

BumpGuard™ - Protective Case
Overview
The BumpGuard protective case provides additional durability to prevent damage in the event that the EyeOn is dropped. The case surrounds all four sides of the EyeOn device, as shown in blue below.
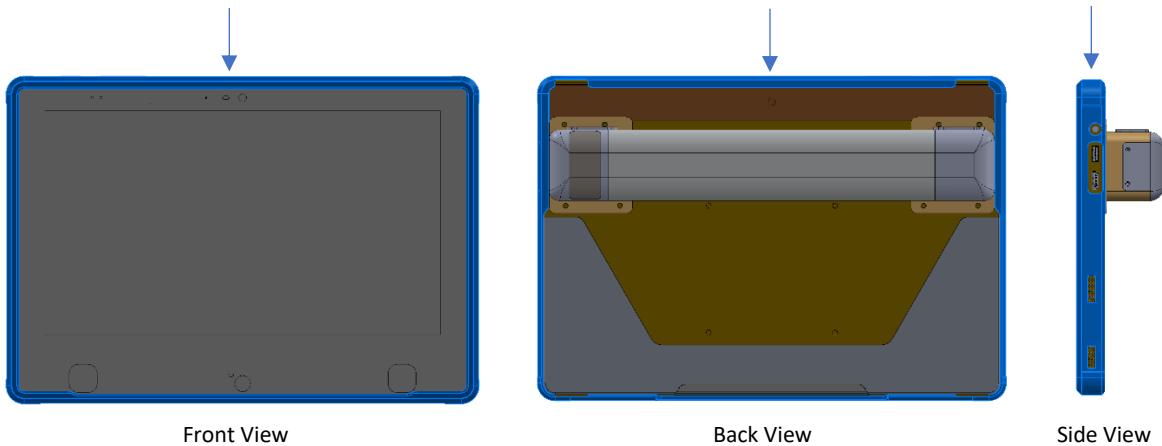
Front View	Back View	Side View

BumpGuard – Technical Specifications:

Physical	Materials:	Plastic: LEXAN™ COPOLYMER EXL1414 Thermoplastic Polyurethane (TPU): Estane® S385A
	Hardness:	85°
	Environmental:	Humidity: 10% to 90% Storage Temperature: -4°F - 140°F / -20°- 60°C

BumpGuard – Installation:

The BumpGuard is fitted to the EyeOn Device as one piece. To install the BumpGuard, stretch the edges over the corners of the EyeOn and adjust as necessary to ensure a snug fit on all four corners of the device.

PowerGrip™ – Power & Accessory Upgrade Pack

Overview
The PowerGrip power and accessory upgrade pack provides the following additional features to the EyeOn:
- Additional 2+ hours of battery life for the EyeOn
- 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)
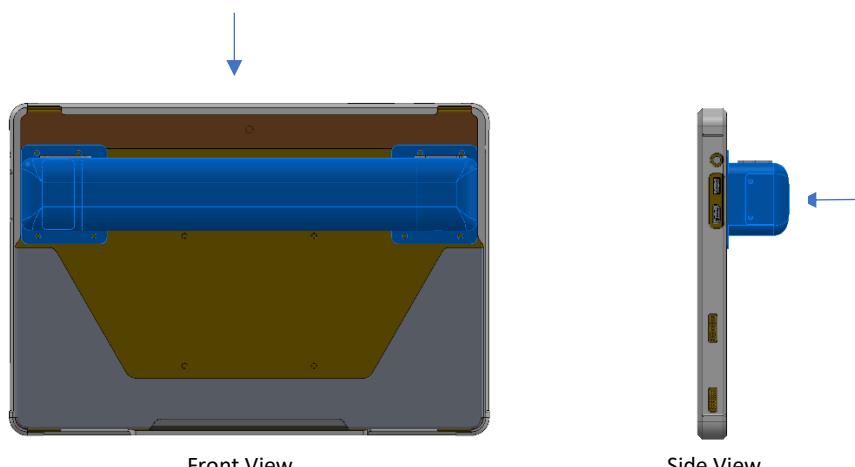
Front View

Side View

Charging

The PowerGrip, when installed on your EyeOn, will automatically charge as long as it is connected to the provided power adapter.

The PowerGrip will only charge after your EyeOn is fully charged. Approximate 4 hours to fully charge.

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

PowerGrip – Technical Specifications:

Input/Output	Ports:	USB 2.0 (2) 3.5 mm Switch Jack (2)
	Environmental Controls:	Built-In Radio and Infrared (IR + Z-Wave RF)
Physical	Materials:	Plastic
	Environmental:	Humidity: 10% to 90% Operating Temperature: 32°F – 104°F / 0°- 40°C Storage Temperature: 4°F – 140°F / -20°- 60°C Protection: IP 54 Rating
Power	Battery Life:	2+ Hours of Additional Battery Life to EyeOn
	Charging Time:	~4 Hours
	Internal Battery:	95Wh, 2850mAh

PowerGrip – Installation:

The external battery pack is attached to the back of the EyeOn using (8) M4 x 7 mm screws.
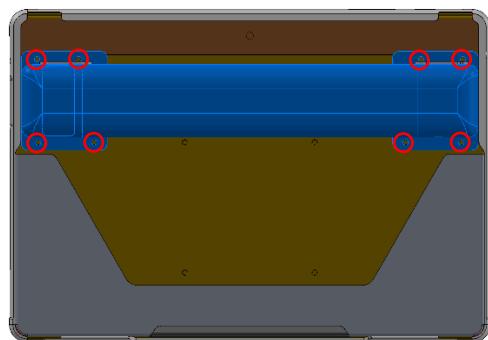
GETTING STARTED:

Device Setup:

Powering On:
To power on your EyeOn press the power button on the top of your device once (see pg. 5 for power button locations and functions).

Once powered on your device will launch into the Windows Desktop.

Windows Desktop Overview:
Once the EyeOn is set up, you will be presented with the Windows desktop, which will be used to launch applications and adjust device settings like brightness, volume, and connecting external devices.
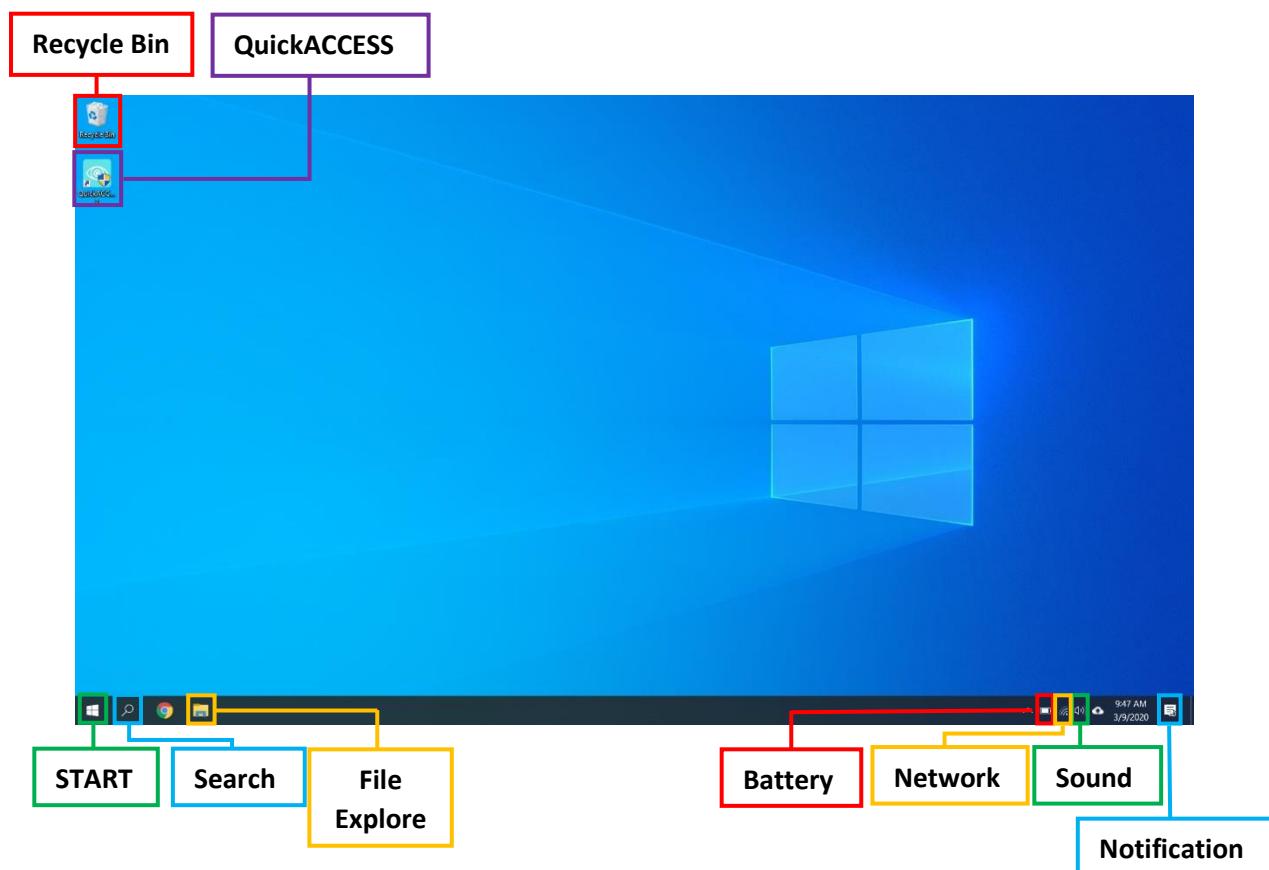
Adjusting the Volume

The volume of the EyeOn can be adjusted by using either the volume buttons on the top of the device or through Windows settings. To adjust the volume through Windows:

1. Select the "**Sound**" icon on the bottom-right corner of the taskbar (see Windows Desktop Overview on pg. 11 for reference).

2. Adjust the slider to the left (decrease volume) or right (increase volume) until you reach the desired volume.
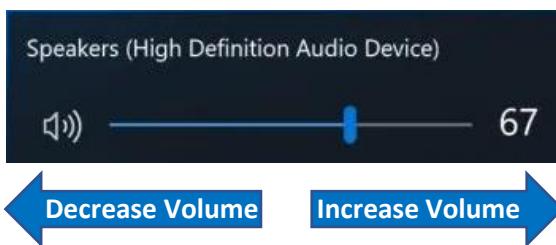
Adjusting the Display Brightness

You may adjust your display to increase or decrease the brightness level on your screen. To adjust the display brightness:

1. Select the "**Notification**" button on the bottom-right corner of the taskbar (see Windows Desktop Overview on pg. 11 for reference).

2. Adjust the brightness slider to the left (dimmer) or right (brighter) until you reach the desired volume.

Connecting to a Wireless Network (Wi-Fi):

Your EyeOn should be connected to the internet to access any online features. To connect to a Wi-Fi network:

1. Select the "**Network**" button in the bottom-right corner of the taskbar (see Windows Desktop Overview on pg. 11 for reference).

❶ **Note:** The Network button can be used to change Wi-Fi networks as needed.

2. Select the name of the Wi-Fi network you would like to connect to and select "**Connect**".

❶ **Tip:** check the "**Connect Automatically**" box if you would like your device to automatically connect to this network whenever in range.

3. Enter the password for the Wi-Fi network and select "**Next**".
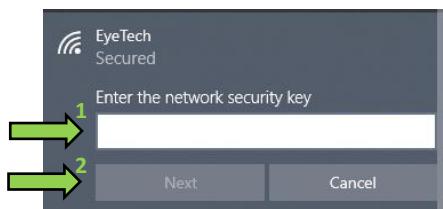
Launching an Application

Applications that are installed on the EyeOn can be launched through the Windows "**Start**" menu. To launch an application:

1. Select the "**Start**" button in the bottom-right corner of the task bar (see overview on pg. 11 for reference).

2. Type in the name of the application you are trying to launch and select it to launch the application

❶ **Note:** See "**Application Overview**" on pg. 28 for more information on the common applications installed on the EyeOn.

EyeGaze with QuickACCESS™:

To enable the EyeGaze control function of your EyeOn, you should launch the "QuickACCESS" application (see "Windows Desktop Overview" on pg. 11 to locate the QuickACCESS application).

QuickACCESS Software: Setup
When launching the QuickACCESS software for the first time, the program will take you through a setup tutorial.

Step 1: Welcome
Click the arrow on the screen to navigate to the next page, using the touchscreen input.
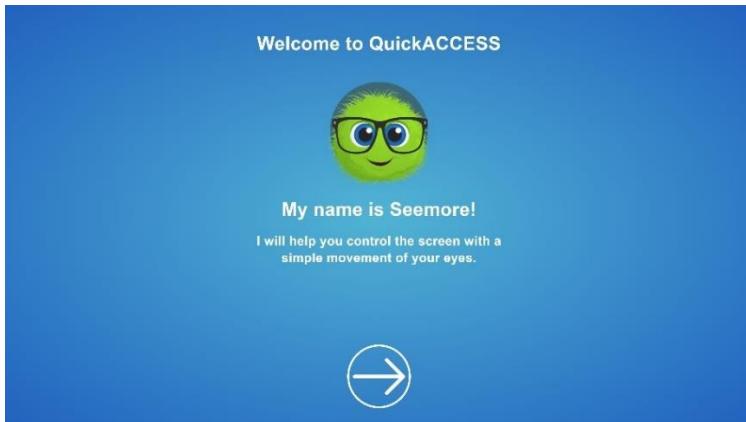
Step 2: User Setup
Enter the name of the person who will be primarily using the EyeOn device. A user profile will be created to save the calibration settings for future use.

🛈 **Tip:** Multiple user profiles can be created and managed in the settings menu, after the initial setup is complete.
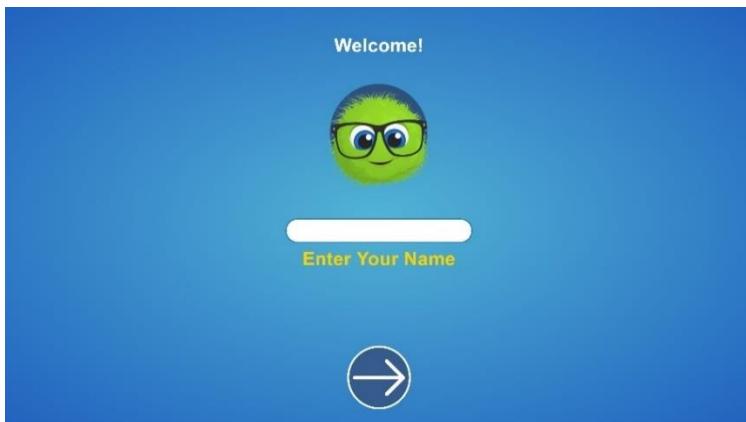
Step 3: Number of Calibration Points

Select the number of calibration points.

🛈 **Tip:** For the first calibration, we recommend a 9-point calibration.
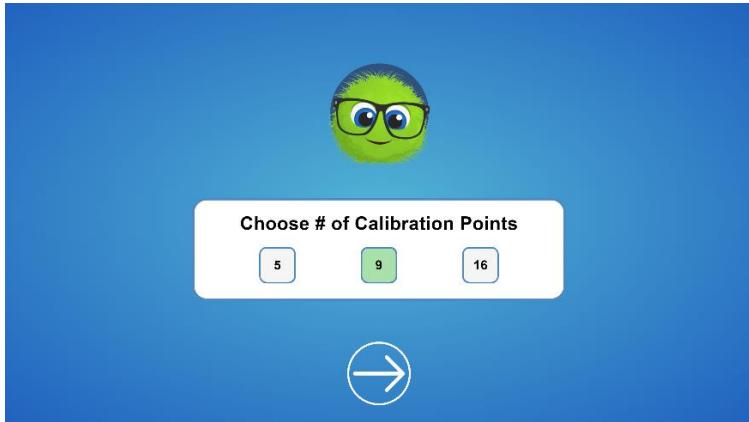
Step 4: Calibration Target

Select the preferred calibration target image.

🛈 **Tip:** We recommend using the balloon or penguin calibration targets with children or individuals with low-cognitive function in order to focus their attention during the calibration process.
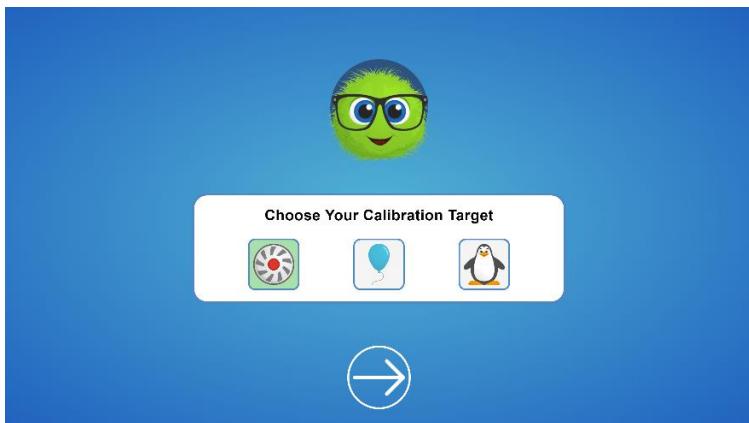
Step 5: Positioning

You will need to be within an appropriate distance from the eye gaze camera before starting the calibration process.

➢ If the circle is red, the Seemore character will prompt you to move closer or further away from the EyeOn.

➢ If the circle is green, you are in the correct position and ready to begin calibration.

Incorrect Position (**Red** Circle)
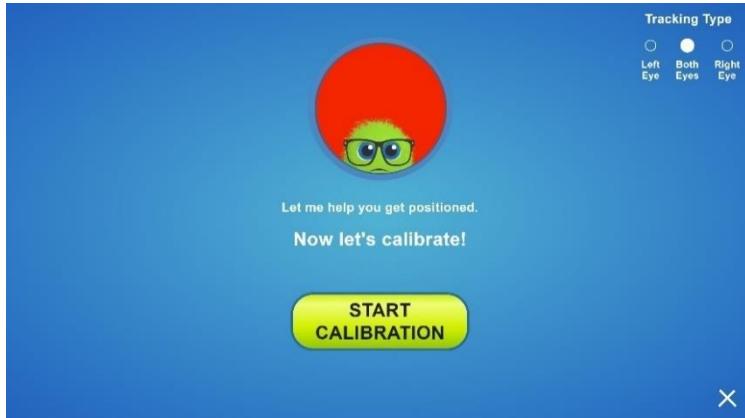
Correct Position (**Green** Circle)
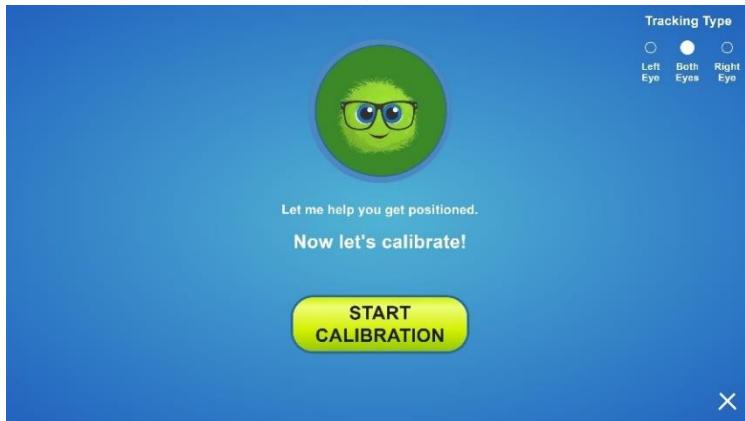
The calibration process will automatically start after the circle shows green for more than five seconds. Alternatively, you can also press the "Start Calibration" button using the touchscreen input.

The "X" in the bottom right corner can be used to close out of the QuickACCESS setup tutorial.

❗ **Tip:** By default, EyeGaze calibration tracks based on both eyes. This can be adjusted to just the Left or Right eye if necessary. See "Tracking Type" in the top-right corner of the calibration setup tutorial. This setting can be useful for those who have amblyopia or ptosis.

Step 6: Calibration

Follow the targets that appear on the screen with only your eyes. Avoid moving your head while following the targets.

Follow the Target

Step 7: Calibration Results
If the calibration is successfully completed, the QuickACCESS toolbar can be launched by clicking the next arrow that appears on the screen with either the touchscreen input or eye gaze input.
  ➢ If the calibration is unsuccessful, you will be prompted to re-start the calibration process.
  ➢ If you are unable to successfully complete the calibration after a few attempts; the unsuccessful calibration score can be accepted by clicking "Accept Score" in the top left corner.

Successful Calibration

Great job!
You've successfully calibrated!

Next I will take you to the
QuickACCESS Toolbar.

Unsuccessful Calibration

Your score was 47   Accept
Recommended 90   Score

Tracking Type
○   ●   ○
Left Both Right
Eye Eyes Eye

Move closer!

Let's try again!
Let me help you get positioned.

Now let's calibrate!
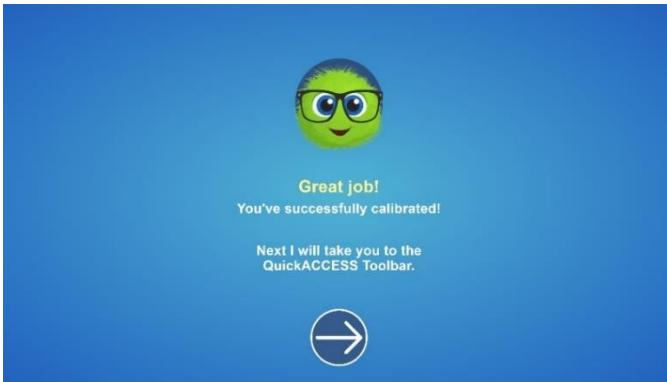
START
CALIBRATION

×

QuickACCESS Software: Toolbar

Position Indicator →	← Pause Eye Gaze
Toolbar Left/Right →	← Toolbar Up/Down
Page Up →	← Page Down
Right Click →	← Left Click
Drag & Drop →	← Double Click
Window Snap →	← Zoom
Keyboard →	← Settings
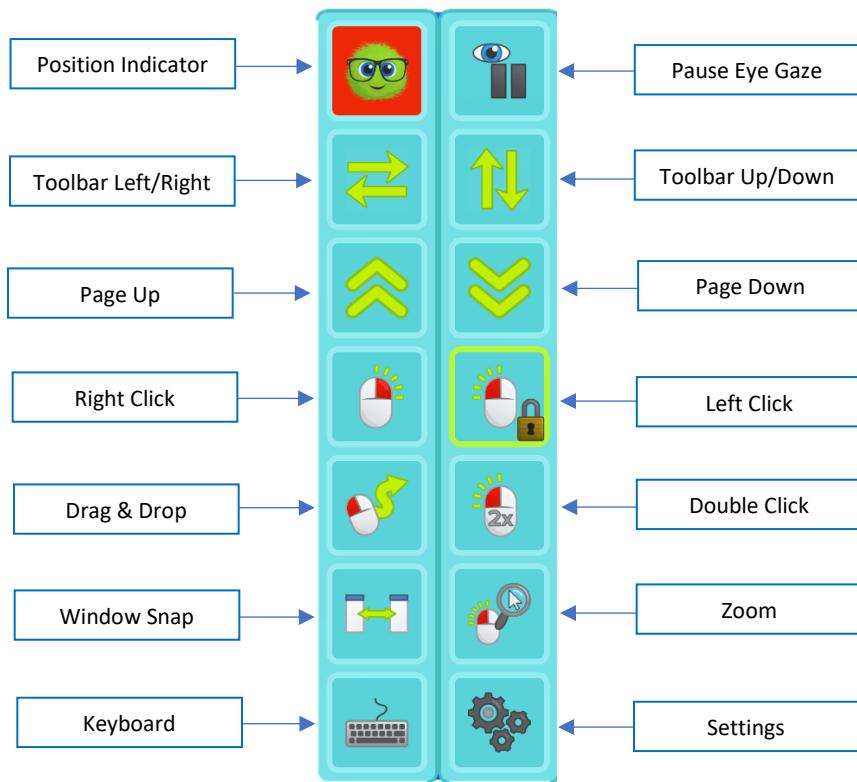
Position Indicator
Indicates whether you are at the proper distance from the eye gaze camera.
➢ The indicator will display **green** if you are in the correct position.
➢ The indicator will display **red** if you need to move closer or further away.

Toolbar Left/Right
Adjusts the position of the QuickACCESS toolbar between the left and right side of the screen.

Page Up
Scroll to move the page up when using applications such as webpages.

Right Click
Select the right click button from the toolbar, then select the object you want to right click.

Drag & Drop
Select the drag and drop button from the toolbar, then click the object you want to move. Finally, click the location in which you would like to drop the object.

Window Snap
Move a full screen window to either the left or right side of the screen.

Keyboard
Launch an on-screen QWERTY keyboard.

Pause Eye Gaze
Pause the eye gaze functionality to use alternative device input methods, such as the touchscreen.

Toolbar Up/Down
Adjusts the position of the QuickACCESS toolbar between the top and bottom of the screen.

Page Down
Scroll to move the page down when using applications such as webpages.

Left Click
Select the left click button from the toolbar, then select the object you want to left click. When the lock symbol is displayed on the left click button in the toolbar, the left click function will be permanently selected until you choose another option from the toolbar.

Double Click
Select the double click button from the toolbar, then select the object you want to double click.

Zoom
Select the zoom button from the toolbar, then select the object you want to zoom in on.

Settings
Launches the QuickACCESS settings menu.

QuickACCESS Software: Settings

Calibrate Menu
The calibrate menu allows you to re-calibrate at any time via a 1-point, 5-point, 9-point, 16-point, or user driven calibration.

1-Point Calibration: To be used as a quick, calibration update to improve your eye gaze accuracy.

5-Point Calibration: Requires you to follow 5 targets on the screen in a fixed pattern.

9-Point Calibration: Requires you to follow 9 targets on the screen in a fixed pattern.

16-Point Calibration: Requires you to follow 16 targets on the screen in a fixed pattern.

User Driven Calibration: This calibration type allows users to look at any target on the screen, without utilizing a fixed pattern, unlike the other calibration types.
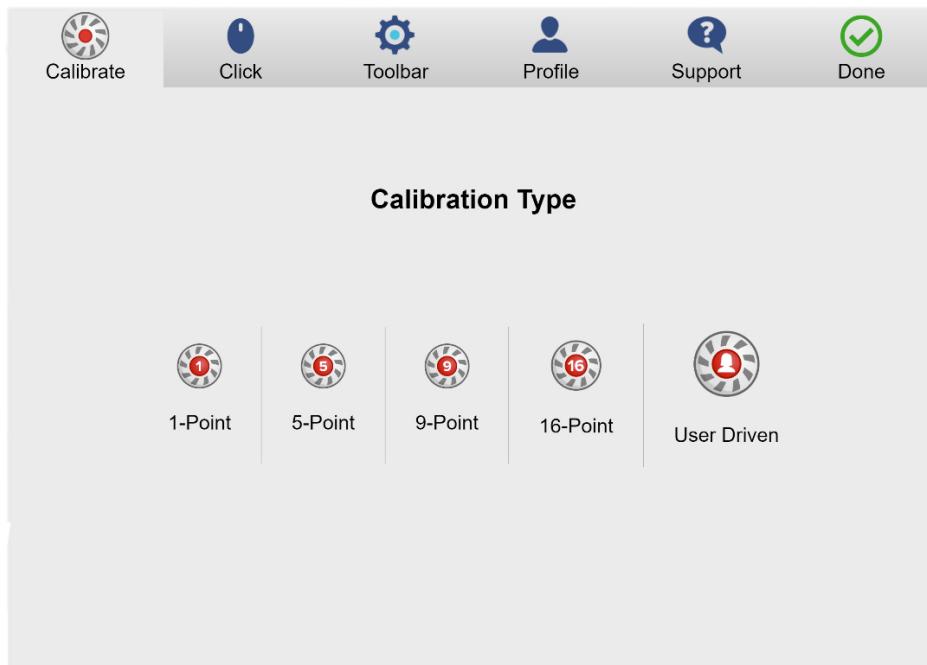
Click Menu

The click menu allows you to adjust the type of click functionality for your preferences.

Click Type:
- ➢ Dwell Click: Allows you to click by dwelling your gaze for a specified period of time.
- ➢ Blink Click: Allows you to click by blinking for a specified period of time.

Enable Click Sounds: Allows you to turn the click sounds on or off.

Dwell Area: Allows you to set the clickable area on the screen to small, medium, or large.

Long Blink Double Click: Allows you to double click by blinking for one second.

Dwell Time: Allows you to adjust the length of time you need to dwell to click an item.

Blink Time: Allows you to adjust the length of time you need to blink to click an item.
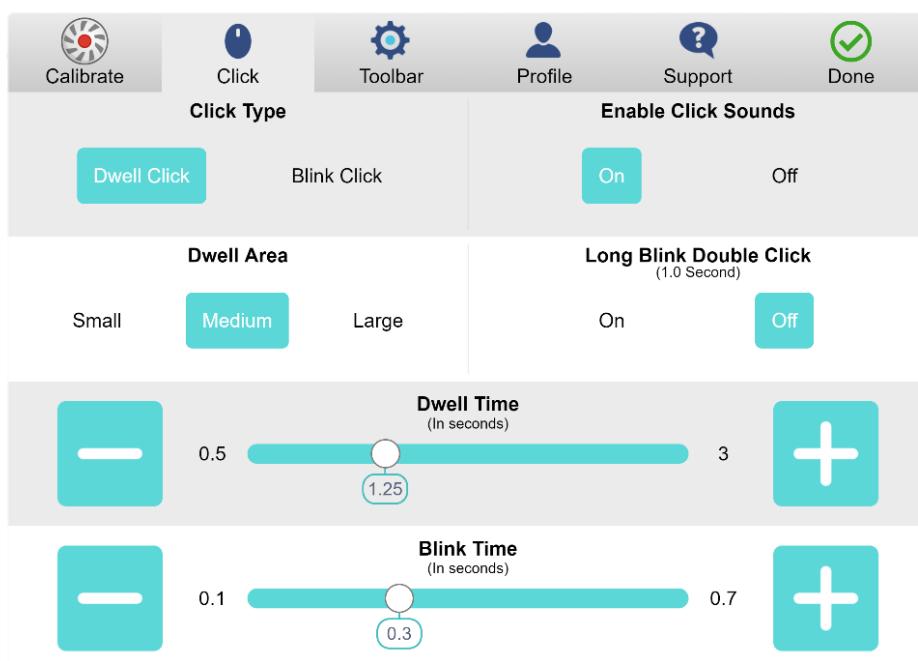
Toolbar Menu
The toolbar menu allows you to adjust the settings for the QuickACCESS toolbar.

Toolbar Layout: Allows you to select the type of QuickACCESS toolbar: Simple, Advanced, or Pro. These versions offer different levels of available buttons in the toolbar. The Windows 10 toolbar is also compatible for use with your EyeOn device and is integrated with each Windows 10 license.

Toolbar Display Time: If you are using the Hotspot functionality, this setting allows you to adjust the amount of time the QuickACCESS toolbar is displayed before it hides to a hotspot.

Hotspot: Allows you to turn the hotspot functionality on or off. When the hotspot is enabled, the QuickACCESS toolbar will hide into a hotspot, allowing you to access the full area of the EyeOn screen. When you need to access the toolbar again, simply hover over the hotspot and it will reappear.
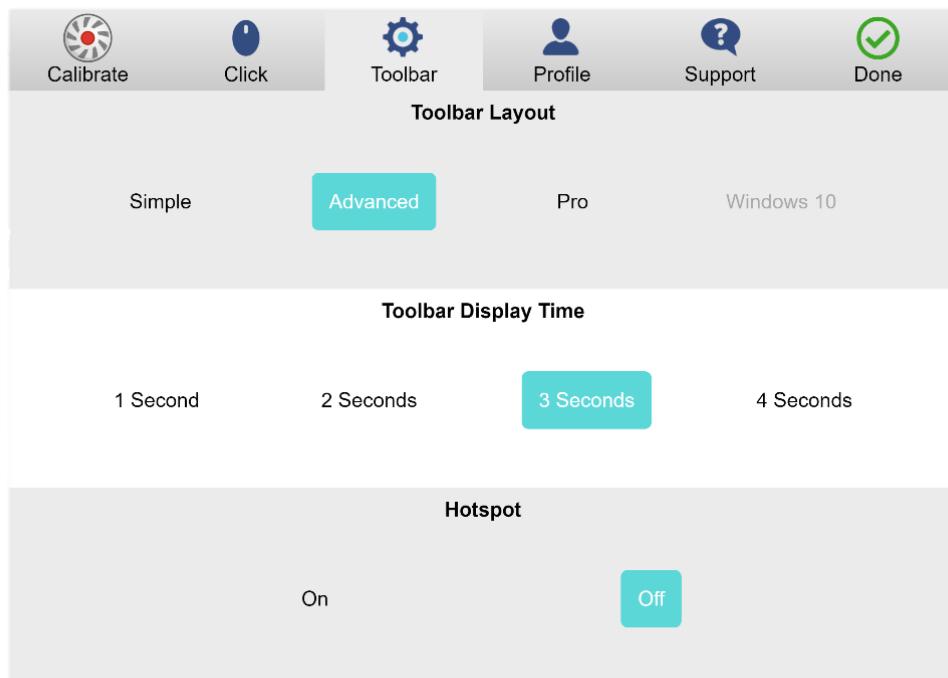
Profile Menu
If multiple people will be using your EyeOn device, you can create user profiles to save individual calibration settings.

New User: To create a new user profile, type the person's name into the "New User" field. Click "Create" to launch the calibration process for the new user.

User List:
- ➢ Creating New User Profiles: To access previously created user profiles, click the "User List" dropdown menu and select the appropriate name and click "Activate".
- ➢ Deleting Old User Profiles: To delete old user profiles, click the "User List" dropdown menu and select the name you wish to remove and click "Delete".
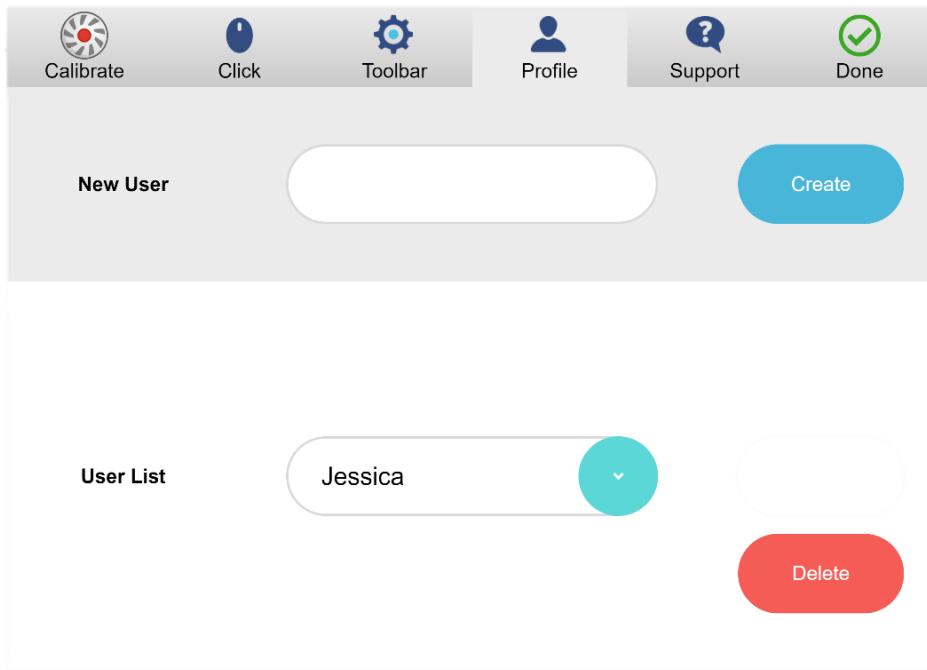
Support Menu
The support menu allows you to submit a support ticket for any technical issues related to the QuickACCESS software.

Submit Support Ticket: Click the "Submit Support Ticket" button to open the form which will allow you to request technical support in the event of a technical issue.
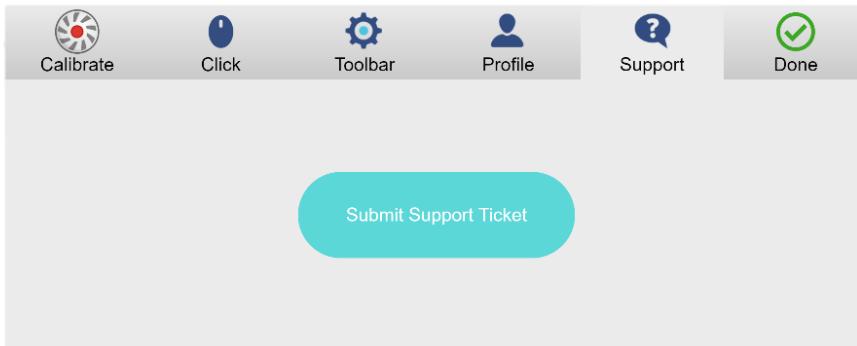
Done Button
When you are ready to close out of the QuickACCESS settings menu, click the "Done" button in the top right corner.
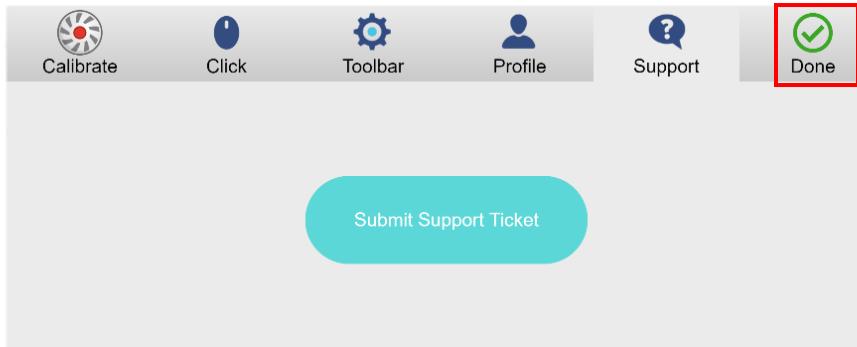
ADDITIONAL SOFTWARE INFORMATION

Additional Windows Features & System Settings:

Browsing your Files

Any files that are saved to your device (documents, pictures, downloads, etc.) can be found in the Windows "**File Explorer**". To navigate the File Explorer:

1. Select the File Explorer button on the bottom of the Windows task bar to open the file menu. Once the file menu is open, select the appropriate folder that you would like to navigate to, from the menu on the left side (see Windows Desktop Overview on pg. 11 for reference).

   - "**Desktop**" shows any files or shortcuts on your desktop.
   - "**Documents**" is used to store any files on your device.
   - "**Downloads**" is the default location for any files downloaded to the device. Files are often downloaded here and then sorted into the appropriate folders listed above.
   - "**Pictures**" is used to store any images.
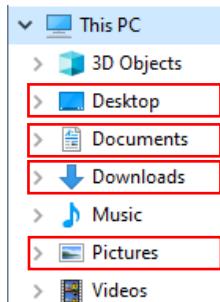
Connecting a Bluetooth Device

External Bluetooth devices (switches, headphones, mice, keyboards, etc.) can be wirelessly connected to the EyeOn. To connect a Bluetooth device:

1. Select the "**Start**" button in the bottom-right corner of the task bar (see Windows Desktop Overview on pg. 11 for reference).

2. Type in "**Bluetooth**" and select the "**Bluetooth and other device settings**" button that pops up. The Bluetooth device menu will open.
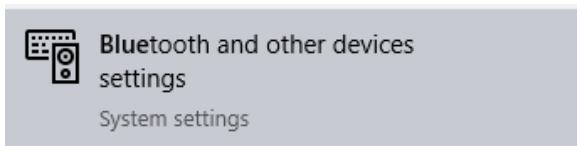
3. Select the **"+ Add Bluetooth or other device**" button at the top of the Bluetooth menu. The Bluetooth connection menu will open.
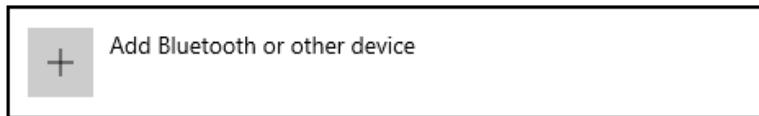
4. Select "**Bluetooth**" from the menu that opens and the EyeOn will search for nearby Bluetooth devices to connect to.
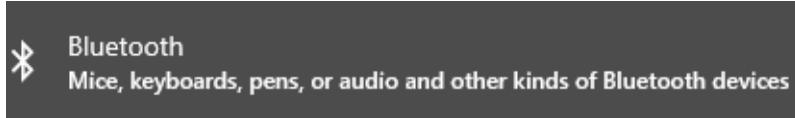
5. Once your Bluetooth device appears in the menu, select it to complete the Bluetooth pairing.

Adjusting Power Options

By default, the EyeOn is set up to never power off the display or system. These settings can be adjusted to save additional battery life and prolong the time between charging the EyeOn. To adjust the power settings:

1. Select the "**Start**" button in the bottom-right corner of the task bar (see Windows Desktop Overview on pg. 11 for reference).

2. Type in "**Power**" and select the "**Power and Sleep Settings**" button that pops up. The power and sleep menu will open.
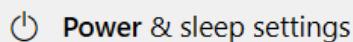
3. Change the menu options to reflect the desired power settings. "**Screen**" controls when your display turns off as well as "**Sleep**" controls when your device goes into a low power mode.

External Display Settings

The EyeOn supports connecting an external display via the HDMI port on the side of the device (see "**EyeOn Features**" on pg. 5 for reference). To adjust settings for an external display:

1. Select the "**Start**" button in the bottom-right corner of the task bar (see Windows Desktop Overview on pg. 11 for reference).

2. Type in "**Display**" and select the "Display settings" button that pops up. The display settings menu will open.

3. Select the display that you would like to adjust settings for and use the menus below to create the desired adjustments.
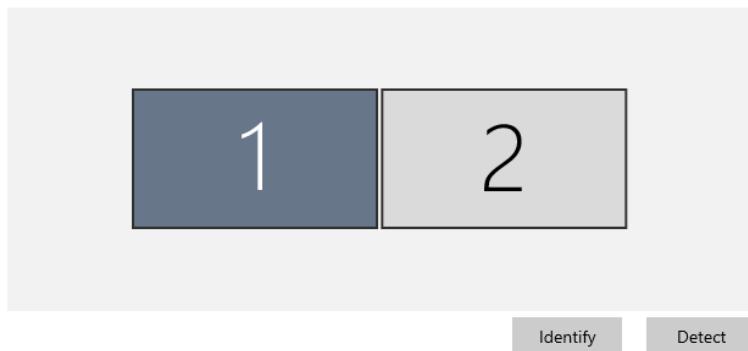
   🛈 **Tip:** Your EyeOn display will always be number "**1**". Any external display will be listed as number "**2**".

   If no external display is detected by your device, then display "**2**" will not show on this menu.

   🛈 **Note:** The display settings menu will allow you to change various settings like the orientation, resolution, and scaling of your external display.

Application Options:

Application Overview

The EyeOn device supports several applications for various functions including speech generation and eye gaze.

Speech Generation Applications

The EyeOn can be pre-loaded with various speech generation applications. The application configuration is selected when the EyeOn device is ordered. Common speech generation applications include:

Application	Description
Grid 3 by Smartbox	Augmentative and alternative communication (AAC) software designed for speech generation via symbol and text communication.
Look to Learn by Smartbox	Interactive activities to familiarize and empower end-users with Eye Gaze technology.
Mind Express by Jabbla	Augmentative and alternative communication (AAC) software designed for speech generation via symbol and text communication.

SUPPORT

Success Coach:

We know that AAC technology is often abandoned due to a frustrating user experience.

Every customer has different needs and expectations of their AAC technology, so we provide live, personalized, one-on-one coaching and support through our Success Coach program.

EyeTech™ has designed this program to support your unique goals, so you can utilize EyeOn as a seamless extension of yourself. Our Success Coaches are equipped to help you do just that!

Our Success Coach team consists of:

- Speech language pathologists (SLP)
- Special educators
- Occupational therapists
- Other rehabilitation professionals

The Success coaches will assist with:

- Device customization and programming
- Training in vocabulary programs available in Eyetech products
- Strategies for teachers, therapists, families and other support staff

Upon receipt of your EyeOn device, Eyetech will work with you to schedule your first success coach session.

Support & Troubleshooting:

Our Success Coach team can be contacted with any technical or general questions related to your EyeOn device. Your success coach will engage with our internal Technical and Engineering teams to ensure you get the support you need.

✉ support@eyetechds.com

📞 1-888-539-3832, Ext 106

Maintenance:

Device Maintenance

- We recommend wiping the display down with a screen cleaning solution and a microfiber cloth.
- Spray the cleaning solution directly on the cloth and not on the unit to avoid any damage to electronic components.
- Windows also offers a wide variety of operating system tools to help keep your PC running at its full potential. Please see this link for more information on using these tools:
  Windows Performance & Maintenance Guide
- Do not let your EyeOn battery fully deplete to ensure a proper shutdown of the device. When the battery is depleted your system will attempt to properly shut down to safeguard internal components.

Battery Recycling

The EyeOn product utilizes an integrated Lithium Ion battery. Batteries must be disposed of properly in accordance with local regulations.

⚠ **WARNING! Never dispose of batteries in a fire because they may explode.**

Proper disposal of your device and the device's battery is important for safety as well as beneficial to the environment.

EyeTech cares for the environment and encourages its customers to properly dispose of devices and accessories in accordance with local regulations. In some areas, disposal of these items in household or business trash may be prohibited.

For battery and device recycling, go to call2recycle.org or call 1-800-822-8837.

Operating Environment

⚠ **CAUTION!** The EyeOn is not intended to function outside of the following operating conditions:

The EyeOn is intended to primarily be operated indoors. The operating environment should not exceed the device operating range of 32 °F (0 °C) – 104 °F (40 °C).

The EyeOn is IP 54 rated against limited dust and liquid ingress. The device is not waterproof and should not be submerged or operated in the rain.

Storage Environment:

⚠ **CAUTION!** The EyeOn is not intended to be stored for extended periods of time outside of the following conditions:

The storage temperature range of the product is between -4°F – 140°F / -20°C - 60°C.

When storing the EyeOn, please utilize the protective packaging that is supplied with the product.

Warranty & Repair:

EyeOn devices come standard with a manufacturer's limited warranty, but more robust coverage options are available at the time of device purchase. Find the breakdown of the EyeOn's warranty options below:

	Standard Manufacturer's Limited Warranty	Premium Warranty	Premium+ Warranty
Warranty Term	2 Yr	2 Yr	4 Yr
Features	• 24-month term from date of product shipment* • Device coverage against mechanical failure or defect • Return shipment of device covered	• 24-month term from date of product shipment • Device coverage against mechanical failure or defect • Accidental damage coverage for your device (up to 2 incidents throughout warranty term) • Shipping cost coverage (incoming and outgoing) for device repairs	• 48-month term from date of product shipment • Device coverage against mechanical failure or defect • Accidental damage coverage for your device throughout warranty term • Advanced shipment of device replacement upon accepted warranty claim • Shipping cost coverage (incoming and outgoing) for device repairs

Manufacturer's 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 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.

*EyeTech is not responsible for transferring or retaining your personal data when sending in a device for repair or replacement.

What is covered under the manufacturer's limited warranty?
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 EyeTech
    - Commercial 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.

What do I do if I need support?

EyeTech can be reached via email or by phone at any time.. Please ensure you have your device serial number ready in order to receive prompt support.

✉ support@eyetechds.com

📞 1-888-539-3832, Ext 106

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.

A RMA (Return Material Authorization) number will be issued to your repair upon acceptance of a warranty repair claim. RMA numbers must be clearly labeled on the outside of shipping boxes for device repair shipments to be accepted.

EyeTech will cover return shipping costs after a device has been repaired.

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*
    - This includes 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

*Accidental damages must affect the functionality of your device in order to be eligible for a warranty repair. Cosmetic damage that does not affect the functionality of your device will not be eligible for 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 when your device is not functioning properly
- Shipping cost coverage (incoming and outgoing) for device repairs
    - Upon acceptance of a warranty claim, EyeTech will ship you a replacement device with a return label to return your faulty device

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

    - You will be charged for the replacement device if your faulty device is not received by EyeTech within the 30-day window

*Accidental damages must affect the functionality of your device in order to be eligible for warranty repair. Cosmetic damage that does not affect the functionality of your device will not be eligible.

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. This includes repairs to common accidental issues like broken/cracked displays, I/O Ports (USB, Audio Jack, HDMI, etc.), damaged power/volume buttons, etc.

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 can begin to bring your device back into working order.

COMPLIANCE

Statement of Compliance:

EyeTech Digital Systems, Inc. declares that this equipment is in compliance with and is built to the standards called out in EU directive 2002/95/EC.

Applicable Directives

EyeTech Digital Systems, Inc. declares that this equipment is in conformity with the provisions of Council EMC Directive, 2004/108/EEC.

Directives and Standards:

ANSI/IEC 60529-2004
Degrees of Protection Provided by Enclosures (IP Code)

ISO 14971:2019
Medical Devices - Application of risk management to medical devices

EN 60601-1:2006/A1:2013
Medical electrical equipment - Part 1: General requirements for basic safety and essential performance

EN 60601-1-2:2015
Medical electrical equipment - Part 1-2: General requirements for basic safety and essential performance - Collateral Standard: Electromagnetic disturbances - Requirements and tests

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

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference..

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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.

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.

Cet appareil est conforme aux CNR exemptes de licence d'Industrie Canada . Son fonctionnement est soumis aux deux conditions suivantes :

(1) Ce dispositif ne peut causer d'interférences ; et

(2) Ce dispositif doit accepter toute interférence , y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

Operations in the 5.15-5.25GHz band are restricted to indoor use only.

RF Exposure Information and Statement
The SAR limit of FCC/IC is 1.6 W/kg averaged over one gram of tissue. Device types: EyeOn-14WE (FCC ID: 2AVV8-EYEON, IC: 25941-EYEON)) has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use at the body is1.491W/kg. This device was tested for typical body-worn operations with the back of the handset kept 0mm from the body. To maintain compliance with FCC/IC RF exposure requirements, use accessories that maintain a 0mm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC/IC RF exposure requirements, and should be avoided.

Body-worn Operation
This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 0mm must be maintained between the user's body and the handset, including the antenna. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

La valeur limite de référence pour les IC est de 1,6 W/kg moyenne sur un seul gramme de tissu.Les valeurs les plus élevées ont été rapportées sous ce critère lors de la certification des produits destinés à être utilisés dans le corpsOpérations typiques avec la partie arrière de la manoeuvre gardée à 0mm du corps, afin de maintenir la conformité avec les exigences du IC relatives à l'exposition RF,L'utilisation des accessoires qui maintiennent une distance de séparation de 0mm entre le corps de l'utilisateur et le dos de la main.L'utilisation des accessoires qui ne satisfont pas à ces exigences peut ne pas être conforme aux exigences du IC relatives à l'exposition à la RF.Et devrait être évité.

Cet appareil a été testé pour un fonctionnement typique du corps sous pression, pour satisfaire aux exigences relatives à l'exposition RF, une distance minimale de séparation de 0mm doit être maintenue entre le corps de l'utilisateur et la poignée.Y compris la antenne, les accessoires dont le corps ne satisfait pas à ces exigences peuvent ne pas satisfaire aux exigences d'exposition à la RF et doivent être évités.