


# Inspire

## User Guide v 1.2

Please read this guide before operating your Inspire headset and keep it for future reference.

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# **1 Introduction to Inspire**

## **1.1 Intended Use**

Inspire is a low-profile, wearable virtual reality device that enhances functional vision via digital magnification and minification for people with low vision due to eye conditions such as age-related macular degeneration, glaucoma, retinitis pigmentosa, Stargardts, and similar visual impairments.

## **1.2 General Description**







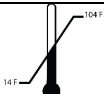

From the team that developed the multiple award-winning IrisVision Live device, Inspire is a lightweight, all-in-one, multi-distance (near, intermediate, and far) low vision aid designed for lifestyle-friendly ease-of-use. The Inspire device consists of a virtual reality headset that is tethered to a phone via a USB-C cable. The device functions via a video camera that is integrated into the VR headset that streams the video signal to the phone, where a proprietary software app optimizes the video stream (e.g., magnification) and then displays the video onto the integrated LCD headset display.

The user can interface with the VR headset via four buttons located on the bottom of the headset. Each button corresponds to a software function such as view, settings, magnification level, etc. The software enhances functional vision of the user by optimizing the video stream based upon the object of interest that is at varying distances (near, intermediate, and far). Optional user inputs to the VR headset can be performed via voice activation or a Bluetooth remote control.

### 1.3 Definitions

Term	Description
Adjustment Bar	An interactive sliding scale that allows users to adjust various headset settings.
AMD (Age-related macular degeneration)	An eye disease caused by deterioration of the central portion of the retina.
Glaucoma	An eye disease that damages the eye's optic nerve.
IPD	Distance between the two images displayed in the headset.
Live Views	1.2 Live views include: Bubble, Bioptic, OCR, Outline, Reading, RP, Scene, and Television.
Menu	A menu offers a limited set of features that are available within each view.
RP	Retinitis Pigmentosa
Stargardt	A macular degeneration eye disorder that affects the retina.
VR	Virtual Reality

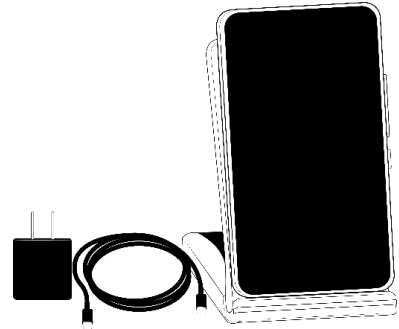
## 1.4 Symbols

	<p>Please follow the instructions provided in this User Guide</p>
	<p>IrisVision, Inc.  5994 W. Las Positas Blvd., Suite 101  Pleasanton, CA 94588  <b>USA:</b> +1 855-207-6665; <a href="http://www.irisvision.com">www.irisvision.com</a></p> <hr/> <p><b>Australia:</b> +61 1800-861-520  Tue – Sat: 8am – 11am (AEDT)</p> <hr/> <p><b>UK:</b> +44 808-164-1920  Mon – Fri: 4pm – 8pm (BST)</p>
	<p>The device complies with medical device directive 93/42/EEC</p>
	<p>Avoid leaving device in direct sunlight</p>
	<p>Avoid exposure to water with device</p>
	<p>Humidity limitation of &lt; 80% for device</p>
	<p>Temperature range limit of 14°F to 104°F for device</p>
	<p>Do not walk, run, or drive while wearing the device</p>

## 1.5 Charge your Inspire Phone

Follow the steps below to charge your Inspire phone (see images to the right):

1. Connect the cable to the power supply.
2. Connect the other end of the cable into the base of the folding stand-up charger.
3. Plug the power supply into an outlet and place the Inspire phone face up on the stand-up charger. The base will emit a slow blinking blue light when charging and turn to green when completely charged.

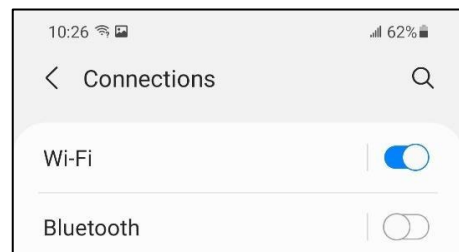
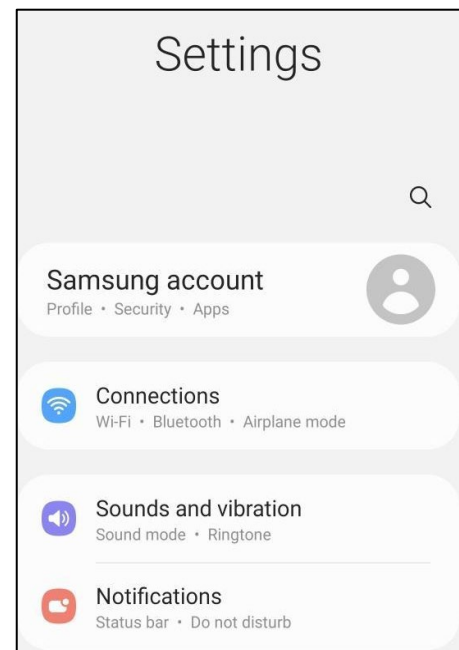


## 1.6 Connect to Wi-Fi

Connect the Inspire phone included with your Inspire device to a Wi-Fi network using the phone's settings. Follow these instructions listed below:

- Swipe up from the center of the display.
- Select settings.
- Select connections.
- Select Wi-Fi.
- Turn on (toggle) Wi-Fi.
- Select the wireless network you want to connect to.
- Enter the Wi-Fi password and select Connect. You are now connected to the Wi-Fi network.

Contact IrisVision Customer Support if you need assistance or have any questions.



## 2 Operation

### 2.1 Getting Started

Please schedule your free coaching session once you receive your Inspire device. If you have not received an email by the time you receive the product, call Customer Support at +1 (855) 207-6665 (Monday – Friday 6am – 5pm PST / and Saturdays 8am – 1pm PST). Follow the steps listed below to get started:








- **Turn on the phone** – Press the lower button on the right side of the phone until the screen lights up.
- **Connect to Wi-Fi** – Connect the phone included with your Inspire device to a Wi-Fi network using the phone's settings.
- **Charge your Inspire phone** – The Inspire phone will take approximately 3 hours to fully charge. The Inspire device includes a folding charger which comes with a direct fast charging cord. If you use the folding charger the light will turn blue when charging and will turn green when fully charged to give you about 2.5 hours of use. If the light is not on or is flashing the phone is not charging. Reposition the phone until the light remains solid.
- **Connect Inspire headset to phone** – Connect the end of the headset cord to the USB type C port on the bottom of the phone. The main screen that is displayed first will be yellow and locked. Swipe up from the bottom to unlock the yellow screen and tap the Inspire icon to launch the application.

Tap on Inspire icon to  
launch application



## 2.2 Inspire Device











The Inspire device includes the items listed below conveniently packed into a black carrying case. You will receive an overview of the accessories during your first coaching session. Your remote control will include 3 AAA batteries.

<p>Inspire headset</p> 	<p>Inspire phone with application installed</p> 	<p>Fast charger / stand</p> 
<p>Remote control</p> 	<p>Carrying case</p> 	<p>Phone lanyard</p> 
<p>Neck lanyard &amp; head strap</p> 	<p>Eye guard</p> 	<p>Ear clips</p> 



## 2.3 Inspire Phone, Headset & Remote Control

### 2.3.1 Precautions

	Disconnect the headset from the phone when not in use.
	Recommended temperature range for operating device is 14°F to 104° F.
	Recommended humidity is < 80%.
	Do not walk, drive, or engage in any other type of activity that requires movement while wearing this device.
	The phone can transmit radio waves that may interfere with the operation of nearby electronic devices. If the user wears a heart pacemaker or other implantable medical device, please consult a doctor before use.
	Do not cover the lens with any hard or sharp objects, use soft material to wipe with, and do not use organic solvents to wipe the lens clean.
	<b>Avoid leaving Inspire device in direct sunlight.</b>
	Avoid exposure to water.
	Gently slide the side arms of the headset from the top of your head into place to avoid damage.
	Always place the headset on a flat surface and never face down as it can damage the LCD unit within the headset.

### 2.3.2 Inspire Headset Button Configuration

The Inspire headset has 4 buttons located under the viewing optics to navigate different views and settings. Buttons 1 and 2 are on the left side, and 3 and 4 are on the right side. Directly above the buttons on the left and right side are 2 knobs to adjust the focus.

You can also use voice commands to navigate views and settings. If a menu is on screen and no button is pressed for 10 seconds, then the menu will close, and the user will be brought back to the current view. If an adjustment bar is on screen and no button is pressed for 10 seconds, then the currently selected value will be applied, and the user will be brought back to the current view.

Each view has a menu that can be activated with button 2. Once the menu is on-screen, then you can use buttons 3 and 4 to navigate through the different settings. Navigating through the various views and menu items using the buttons is simple.

- Press Button 1 to:
  - Navigate to another view
  - Close menu
  - Exit status (exit voice command, adjustment bar, etc.)
- Press Button 2 to:
  - Open a menu item
  - Select a feature
  - Perform a long press on button 2 to open voice commands
- Press Button 3 to:
  - Scroll up in vertical menu
  - Decrease adjustment bar setting
  - Zoom out in for “live” view
- Press Button 4 to:
  - Scroll down in vertical menu
  - Increase adjustment bar setting
  - Zoom in for “live” view



### 2.3.3 Inspire Remote Control

The Inspire headset also includes a remote control that can be used with the headset buttons to navigate through the different views and settings. The remote control uses Bluetooth, 2 AAA batteries, has a touchpad, 2 buttons, and a trigger which can be used to activate voice commands.

#### 2.3.3.1 Connecting / Disconnecting for the First Time

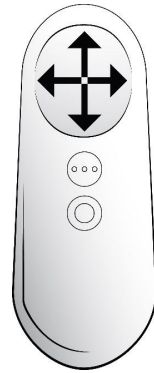
- Open the Inspire app with the headset tethered to the phone.
- Turn on the Inspire remote control by holding the power button. The light will start blinking once the Inspire remote control is powered on.
- Hold the power button and option button simultaneously (light will get stable) to pair the controller with the phone until you get the audible notification on the app, i.e. “Controller Connected”. On successfully pairing, the stable light will turn off and will blink only when a button is pressed on the controller.
- Now you can use the controller within the app.
- To disconnect, hold the power button until you get the audible notification on the app, i.e. “Controller Disconnected”, and the light will turn off on the controller.

#### 2.3.3.2 Steps for Reconnecting the Remote Control

- **Auto-pair the controller:** If the app hasn't been closed the user can simply re-pair it by powering on the controller (holding the power button). The controller will be auto connected, and an audible notification will be played on the app “Controller Connected”.
- **Controller Connected and Application Closed:** If the app closes while the Inspire remote control is connected, the user just needs to follow the above-mentioned step (hold both power and option button simultaneously) after opening the app.
- **Controller Disconnected and Application Closed:** In case application is not running and Inspire remote control is not connecting then the phone will need to be turned on and paired. User will have to follow the above-mentioned steps to open the application, turn on the BT controller, and then pair (hold both power and option button simultaneously).

### 2.3.3.3 Remote Control Touchpad Configuration

- **Swipe Up:**
  - Increase field of view (all views)
  - Increase bubble size (Bubble view)
  - Increase volume (YouTube video)
- **Swipe Down:**
  - Decrease field of view (all views)
  - Decrease bubble size (Bubble view)
  - Decrease volume (YouTube video)
- **Swipe Left:**
  - Zoom out (all live views)
  - Decrease feature setting (adjustment bar)
  - Rewind (YouTube video)
- **Swipe Right:**
  - Zoom in (all live views)
  - Increase feature setting (adjustment bar)
  - Forward (YouTube video)
- **Center press on the touchpad:**
  - Play/pause a YouTube video
- **Top Button:**
  - Move forward to the next available view
  - Close adjustment bars and menus
  - Exit voice commands
- **Bottom Button:**
  - Open a menu item
  - Select a feature within a menu
- **Trigger:**
  - Activates a voice command



### 2.3.4 Adjustment Bar

The following settings will bring up an adjustment bar once selected:

- audio speed
- brightness
- contrast
- exposure
- field of view (fov)
- IPD
- volume
- zoom



Once an adjustment bar is on the screen (see image above), then you can use buttons 3 and 4 to move the setting to the left and right on the adjustment bar. You can then use button 1 to close the adjustment bar and apply the currently selected value.

Alternatively, if you remain inactive without pressing any buttons, the adjustment bar will go away and apply the currently selected value.

## 2.4 Onboarding

### 2.4.1 Initial Use

During the first-time use of Inspire, users will be presented with a “**Health Warning**” and a “**Data Sharing Consent**” message. Consult IrisVision Customer Support if you have any questions about data sharing.

### 2.4.2 Health warning:

Please observe the following when using this device:

- Before using this device, it must be tuned to your needs by a professional vision specialist.
- Do not attempt to walk around while wearing this device.
- This device is to not be used by children under 8 years old.
- Stop wearing if experiencing any discomfort including nausea, dizziness, or other adverse health reactions.

### 2.4.3 Data sharing:

Do you want to help IrisVision improve the overall experience of this system by sending us your activity data?

- If Yes, press button 1 or say “Yes” to share data
- If No, press button 4, or say “No” to decline sharing data.

## 2.5 Inspire Views & Settings

### 2.5.1 Welcome (focus)



The Welcome view is ideal for adjusting the focus sliders located under each lens. IrisVision coaches may assess the user's visual field here during the initial coaching session.

Menu Options:

- voice command
- volume
- brightness
- field of view
- IPD
- lens options:
  - right lens off
  - left lens off
  - both lenses on
- focus a / b – (2 different image options to adjust your focus)

### 2.5.2 Scene



Scene is a full-color, general-purpose view (mode) designed for viewing people, places, and everyday objects.

Menu Options:

- voice command
- flashlight on/off
- brightness
- contrast
- field of view
- zoom
- reset view

### 2.5.3 Bubble

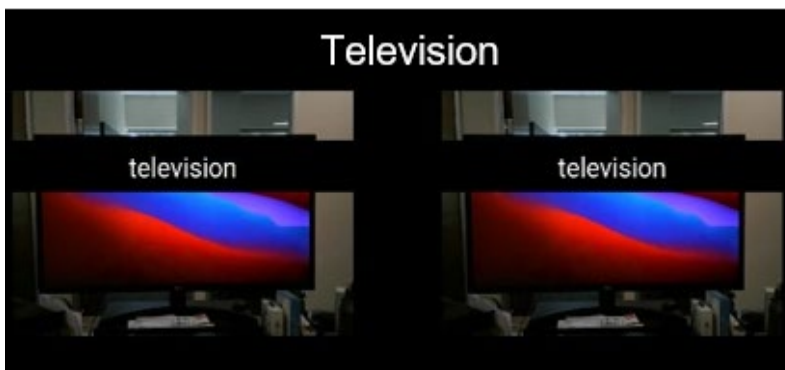


Bubble is similar to the scene view with the addition of a circular magnifier or “bubble”. The bubble allows the user to magnify particular objects while maintaining the context of the surrounding area at normal size.

#### Menu Options:

- voice command
- bubble position
- bubble size
- flashlight on/off
- brightness
- contrast
- field of view
- zoom
- reset view

### 2.5.4 Television



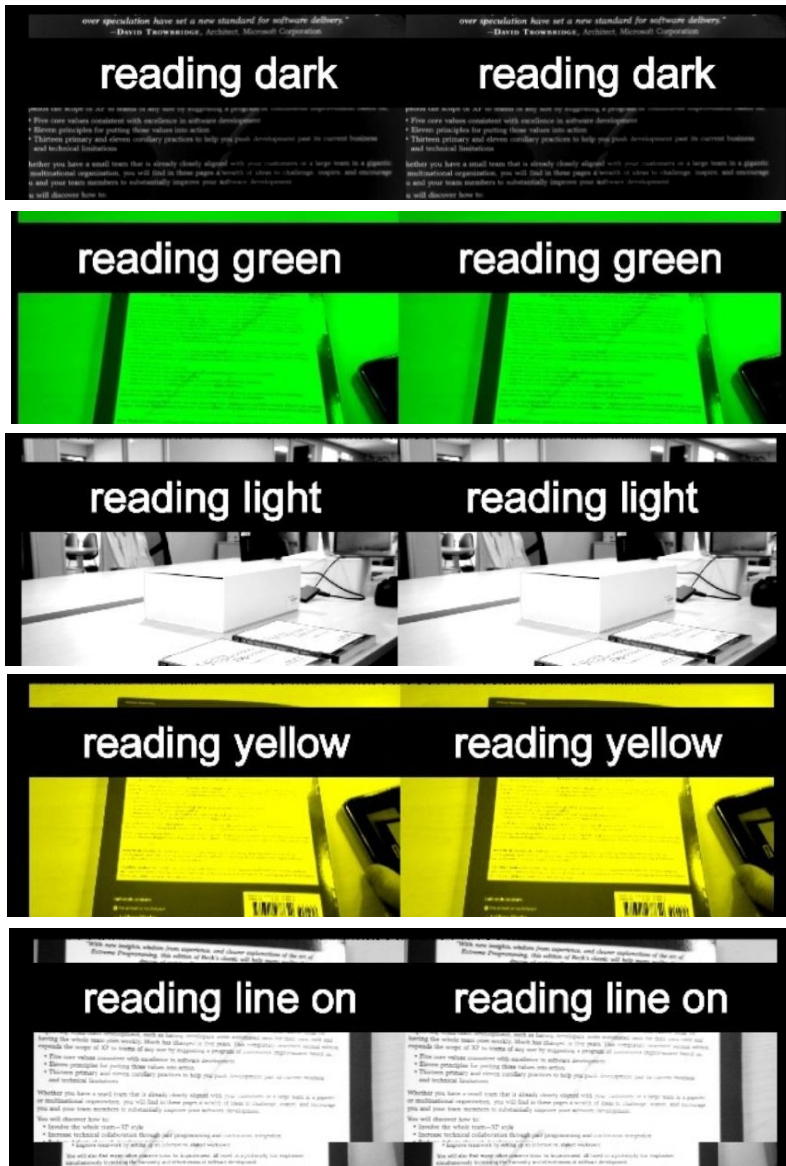
Television view is optimized for viewing electronic screens, including TVs, computers, tablets, and cell phones. Television view (mode) features an exposure adjustment setting.

#### Menu Options:

- voice command
- exposure
- brightness
- contrast
- field of view
- zoom
- reset view



## 2.5.5 Reading

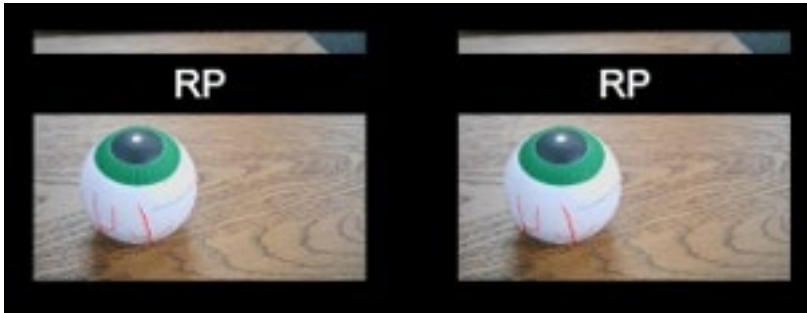


Reading is a high contrast, black and white view optimized for black and white printed documents. This view features four additional settings: dark (inverted), green, yellow, and a reading line (bar magnifier).

## Menu Options:

- voice command
- color options:
  - reading light
  - reading dark
  - reading green
  - reading yellow
- reading line on/off – (when on, it provides a magnification line in the center of screen to magnify text)
- line size – (only available when reading line is on)
- flashlight on/off
- brightness
- contrast
- field of view
- zoom
- reset view

### 2.5.6 RP (Retinitis Pigmentosa)



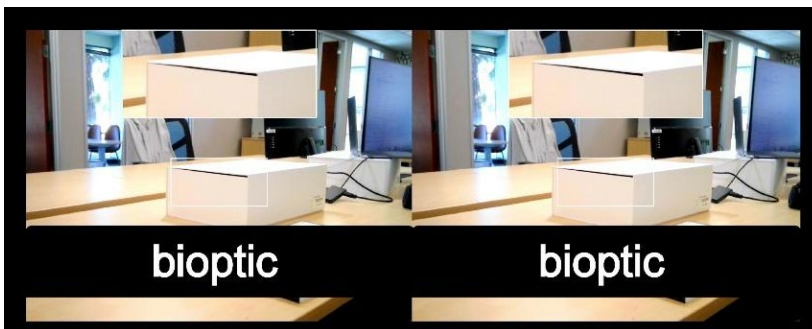
RP view is designed for those with retinitis pigmentosa, glaucoma, and other visual field restrictions. By default, the image is modified to fit a narrower field of view.

*\*Note: this view can be useful for any eye condition with an adjustment made to the field of view.*

#### Menu Options:

- voice command
- field of view
- flashlight on/off
- brightness
- contrast
- zoom
- reset view

### 2.5.7 Bioptic

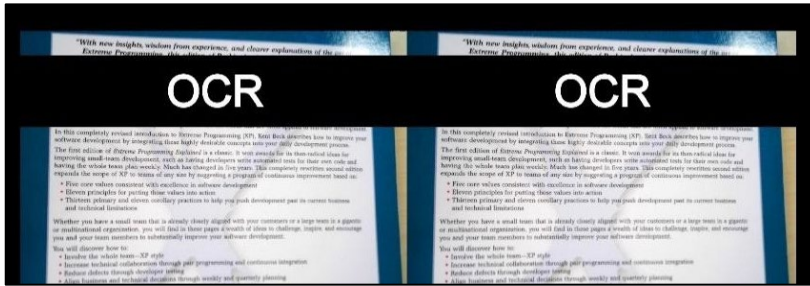


Bioptic view has two boxes, a small viewfinder, and a large magnifier. The user centers an object of interest within the viewfinder then moves their eyes to the magnifier to see it in detail. Like the Bubble view, most of the display remains normal size, allowing the user to see the context of their surroundings unchanged.

#### Menu Options:

- voice command
- box position
- flashlight on/off
- brightness
- contrast
- field of view
- zoom
- reset view

## 2.5.8 OCR

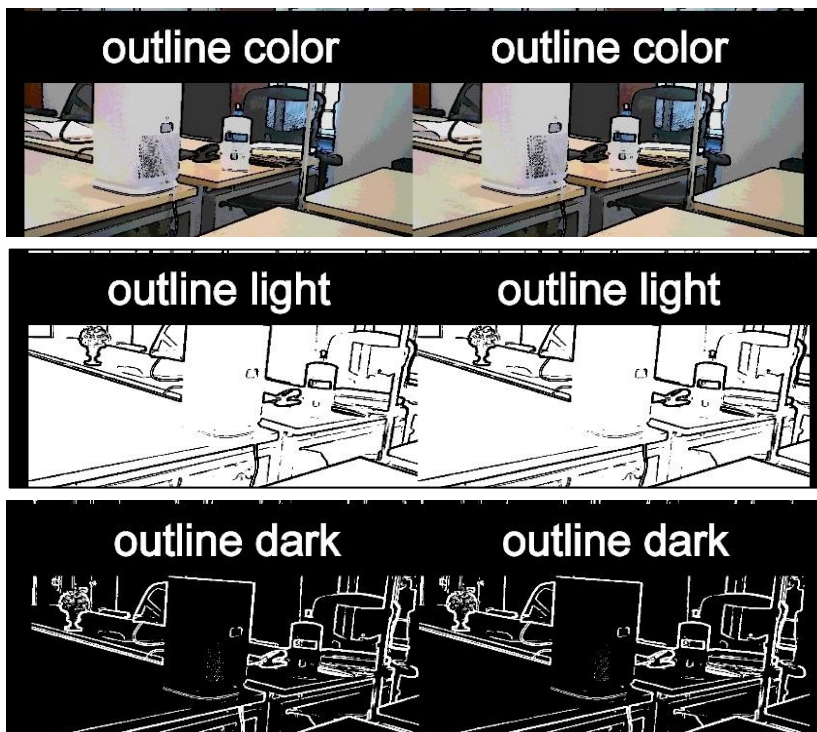


The OCR view allows the user to take a photo of printed text. The photo is then converted to digital text and read aloud as it is displayed on the screen.

Menu Options:

- voice command
- take picture – (selecting “take picture” navigates you to the OCR readout).
- zoom
- flashlight on/off
- brightness
- contrast
- field of view
- reset view

## 2.5.9 Outline

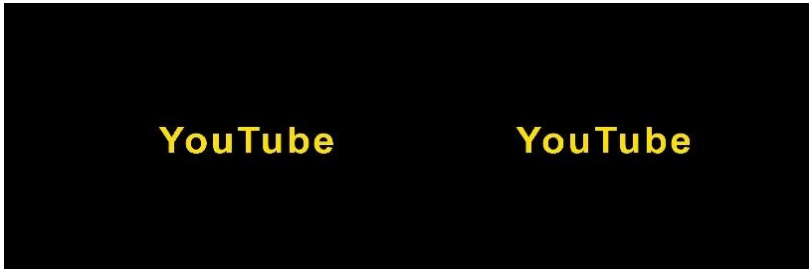


This view provides a customizable outline of the objects to help the user identify their surroundings.

Menu Options:

- voice command
- color options:
  - outline light
  - outline dark
  - outline color
- flashlight on/off
- brightness
- outline size
- sensitivity
- field of view
- zoom
- reset view

### 2.5.10 YouTube



YouTube view allows users to search for their favorite videos on YouTube. The user browses a list of video search results and then selects videos to view inside the headset.

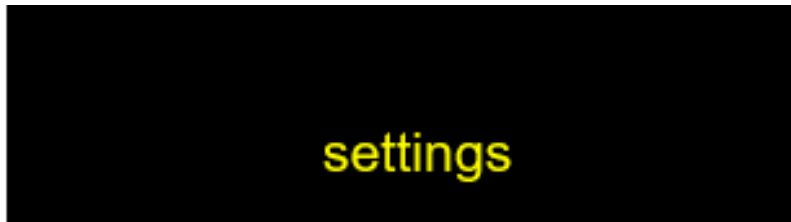
#### Menu Options:

- voice command
  - video search
  - new video search
  - new search
  - search <voice input>

#### Settings while watching a video:

- play/pause video
- voice command
- field of view
- volume
- brightness

### 2.5.11 Settings



Settings presents the user with system-wide device information and options that can be customized according to their eye condition/preference.

#### Menu Options:

- voice command
- volume
- shut down
- sleep
- serial number
- audio on/off
- audio speed
- IPD
- field of view
- system info
- lens options:
  - right lens off
  - left lens off
  - both lenses on
- do not disturb

### 2.5.12 Inspire Feature Default Settings

Setting	Default	Range
Audio Speed	2	1 - 6
Bioptic Box Position	top center	N/A
Brightness	8	1 - 10
Bubble Position	center	N/A
Bubble Size	3	1 – 5
Contrast	all views – 70 except Reading – 90 YouTube – 50	1 – 100
Exposure	3	1 – 6
Field of View	all views 90 except 70 RP/Welcome	20 – 100
IPD	60	50 – 75
OCR Color	3	1 – 3
OCR Text Size	Light	N/A
Outline Sensitivity	5	1 – 10
Outline Size	5	1 – 10
Reading Line Size	3	1 – 10
Volume	15	1 – 15
Zoom	1	1 – 10

## 3 Voice Commands

### 3.1 Activating a Voice Command

Voice commands can be activated through the on-screen menus that appear when you press button 2. The voice command feature is always the top-most option when opening a menu for ease of use. Once the voice command option has been highlighted, press button 2 to activate the feature. After button 2 is pressed, the menu will go away, a notification saying “listening...” will appear, and the headset will beep.

**NOTE:** *You can also quickly access the voice commands by doing a long press on button 2, and you can cancel a voice command by pressing button 1.*

If the “listening...” notification is on-screen, then you can speak your command to the headset. Once you finish speaking, the headset will automatically stop listening and execute the command if possible.

For a list of voice commands for views see section 3.2. For a list of voice commands for features see section 3.3. **NOTE: The headset will only process one voice command at a time.**

### 3.2 Voice Commands for Views

View	Voice Command
Bioptic	<ul style="list-style-type: none"> <li>● Bioptic</li> </ul>
Bubble	<ul style="list-style-type: none"> <li>● Bubble</li> </ul>
OCR	<ul style="list-style-type: none"> <li>● OCR</li> </ul>
Outline	<ul style="list-style-type: none"> <li>● Outline</li> <li>● Outline Color</li> <li>● Outline Dark</li> <li>● Outline Light</li> </ul>
Reading	<ul style="list-style-type: none"> <li>● Reading</li> <li>● Reading Dark</li> <li>● Reading Green</li> <li>● Reading Light</li> <li>● Reading Yellow</li> </ul>
RP	<ul style="list-style-type: none"> <li>● RP</li> </ul>
Scene	<ul style="list-style-type: none"> <li>● Scene</li> <li>● See</li> <li>● Look</li> </ul>
Settings	<ul style="list-style-type: none"> <li>● Settings</li> </ul>
Television	<ul style="list-style-type: none"> <li>● Television</li> <li>● TV</li> </ul>
Welcome	<ul style="list-style-type: none"> <li>● Welcome</li> </ul>
YouTube	<ul style="list-style-type: none"> <li>● YouTube</li> </ul>

### 3.3 Voice Commands for Features

Setting	Voice Commands
Audio On/Off	<ul style="list-style-type: none"> <li>● Audio Off</li> <li>● Audio On</li> <li>● Disable Audio</li> <li>● Enable Audio</li> <li>● Turn Off Audio</li> <li>● Turn On Audio</li> </ul>
Audio Speed	<ul style="list-style-type: none"> <li>● Audio Speed</li> <li>● Audio Speed &lt;Number&gt;</li> <li>● Decrease Audio Speed</li> <li>● Increase Audio Speed</li> <li>● Low Audio Speed</li> <li>● Max Audio Speed</li> <li>● Reset Audio Speed</li> </ul>
Bioptic Box Position (must be in Bioptic view)	<ul style="list-style-type: none"> <li>● move box</li> <li>● box position</li> <li>● reset box position</li> <li>● reset box</li> </ul>
Brightness (must be in a live view)	<ul style="list-style-type: none"> <li>● brightness</li> <li>● brightness &lt;number&gt;</li> <li>● decrease brightness</li> <li>● increase brightness</li> <li>● low brightness</li> <li>● max brightness</li> <li>● reset brightness</li> </ul>



Setting	Voice Commands
Bubble Position (must be in Bubble view)	<ul style="list-style-type: none"> <li>● move bubble</li> <li>● bubble position</li> <li>● reset bubble position</li> <li>● reset bubble</li> </ul>
Bubble Size (must be in Bubble view)	<ul style="list-style-type: none"> <li>● bubble size</li> <li>● increase bubble size</li> <li>● decrease bubble size</li> <li>● max bubble size</li> <li>● low bubble size</li> <li>● bubble size &lt;number&gt;</li> <li>● reset buttle size</li> </ul>
Contrast (unavailable in Outline, Welcome, and Settings views)	<ul style="list-style-type: none"> <li>● contrast</li> <li>● contrast &lt;number&gt;</li> <li>● decrease contrast</li> <li>● increase contrast</li> <li>● low contrast</li> <li>● max contrast</li> <li>● reset contrast</li> </ul>
Disable Lenses	<ul style="list-style-type: none"> <li>● &lt;right/left&gt; lens off</li> <li>● disable &lt;right/left&gt; lens</li> <li>● turn off &lt;right/left&gt; lens</li> </ul>
Do Not Disturb	<ul style="list-style-type: none"> <li>● do not disturb on</li> <li>● do not disturb off</li> </ul>

Setting	Voice Commands
Enable Lenses	<ul style="list-style-type: none"> <li>● both lenses on</li> <li>● enable lenses</li> <li>● lenses on</li> <li>● turn on both lenses</li> <li>● turn on lenses</li> </ul>
Exposure (must be in Television view)	<ul style="list-style-type: none"> <li>● decrease exposure</li> <li>● exposure</li> <li>● exposure &lt;number&gt;</li> <li>● increase exposure</li> <li>● low exposure</li> <li>● max exposure</li> <li>● reset exposure</li> </ul>
Field of View	<ul style="list-style-type: none"> <li>● decrease field of view</li> <li>● field of view &lt;number&gt;</li> <li>● field of view</li> <li>● increase field of view</li> <li>● increase fov</li> <li>● low field of view</li> <li>● low fov</li> <li>● max field of view</li> <li>● max fov</li> <li>● reset field of view</li> <li>● reset fov</li> </ul>

Setting	Voice Commands
<p style="text-align: center;">Flashlight</p> <p style="text-align: center;">(must be in a live view; unavailable in Television view)</p>	<ul style="list-style-type: none"> <li>● disable flashlight</li> <li>● enable flashlight</li> <li>● flashlight off</li> <li>● flashlight on</li> <li>● turn off flashlight</li> <li>● turn on flashlight</li> </ul>
<p style="text-align: center;">IPD</p> <p style="text-align: center;">(must be in Welcome or Settings views)</p>	<ul style="list-style-type: none"> <li>● decrease IPD</li> <li>● increase IPD</li> <li>● IPD</li> <li>● IPD &lt;number&gt;</li> <li>● low IPD</li> <li>● max IPD</li> <li>● reset IPD</li> </ul>
<p style="text-align: center;">Line Size</p> <p style="text-align: center;">(must be in Reading view with Reading line enabled)</p>	<ul style="list-style-type: none"> <li>● line size &lt;number&gt;</li> <li>● increase line size</li> <li>● decrease line size</li> <li>● max line size</li> <li>● low line size</li> </ul>
<p style="text-align: center;">Outline Size</p> <p style="text-align: center;">(must be in Outline view)</p>	<ul style="list-style-type: none"> <li>● outline size &lt;number&gt;</li> <li>● increase outline size</li> <li>● decrease outline size</li> <li>● max outline size</li> <li>● low outline size</li> </ul>
<p style="text-align: center;">Take Picture</p> <p style="text-align: center;">(must be in OCR view)</p>	<ul style="list-style-type: none"> <li>● take picture</li> <li>● take photo</li> </ul>

Setting	Voice Commands
<p>Text Size (only available in OCR readout)</p>	<ul style="list-style-type: none"> <li>● text size</li> <li>● text size &lt;number&gt;</li> <li>● increase text size</li> <li>● decrease text size</li> <li>● low text size</li> <li>● max text size</li> </ul>
<p>Reset View</p>	<ul style="list-style-type: none"> <li>● reset view</li> </ul>
<p>Sensitivity (must be in Outline view)</p>	<ul style="list-style-type: none"> <li>● increase sensitivity</li> <li>● decrease sensitivity</li> <li>● sensitivity</li> <li>● sensitivity &lt;number&gt;</li> <li>● low sensitivity</li> <li>● max sensitivity</li> <li>● reset sensitivity</li> </ul>
<p>Serial Number</p>	<ul style="list-style-type: none"> <li>● serial number</li> </ul>
<p>Shutdown</p>	<ul style="list-style-type: none"> <li>● shutdown</li> </ul>
<p>Sleep</p>	<ul style="list-style-type: none"> <li>● go to sleep</li> <li>● sleep</li> </ul>
<p>System Info</p>	<ul style="list-style-type: none"> <li>● info</li> <li>● system info</li> <li>● system information</li> </ul>

Volume	<ul style="list-style-type: none"><li>● decrease volume</li><li>● increase volume</li><li>● low volume</li><li>● max volume</li><li>● reset volume</li><li>● volume</li><li>● volume &lt;number&gt;</li></ul>
Zoom (must be in a Live view or YouTube video)	<ul style="list-style-type: none"><li>● low zoom</li><li>● max zoom</li><li>● reset zoom</li><li>● set zoom to &lt;number&gt;</li><li>● zoom</li><li>● zoom &lt;number&gt;</li><li>● zoom in</li><li>● zoom out</li></ul>

## 4 Troubleshooting

### 4.1 Why is my device no longer speaking?

#### 4.1.1 Check volume

Ensure that the volume is turned up by giving the voice command “set volume to 15”, which is the maximum level. Additionally, make sure that audio feedback is on in the Inspire app. If this does not resolve the issue, restart the Inspire phone.

### 4.2 Why is my image blurry?

#### 4.2.1 Check brightness

This could be related to brightness and zoom. Try lowering the brightness on the device itself by giving a voice command “set brightness to \_\_\_\_” and using a number lower than 8. If looking at an electronic screen like a computer or TV, it is also helpful to lower the brightness on that device too.

#### 4.2.2 Adjust focus dials

It might be helpful to use the Welcome screen when adjusting the focus, and to only adjust the image with one eye at a time.

#### 4.2.3 Clean headset lenses and camera

Use a microfiber cloth and gentle circular motions.

#### 4.2.4 Check zoom

Ensure that you are not too far zoomed in. Try looking at something in the foreground and allowing the device to focus, then moving the view to something farther away.

### 4.3 Why is my Inspire phone not charging?

#### 4.3.1 Check cable connection

You may not have the cable connected to the charger base properly. Make sure the connection between the phone, charger, and cable is correct.

### **4.3.2 Check phone is seated properly**

Make sure the phone is seated face up on the stand-up charger and the blue light is blinking to indicate the phone is charging. If the stand-up charger is not emitting a slow blue light, then it's not charging. Reseat the phone on the charger until you see its emitting a slow blue light.

## **4.4 Why can't I see the Inspire display in my headset?**

### **4.4.1 Proximity sensor?**

### **4.4.2 Check cable connections**

- Check the connections between the USB cable, the headset and the IrisVision phone. The display will not operate unless the connection between the headset and the Inspire phone is fully engaged and secure and the phone is powered on.
- Disconnect and reconnect the USB cable to the phone and headset.

### **4.4.3 Ensure that phone screen is on and unlocked**

### **4.4.4 Restart the phone**

If these steps do not fix the issue, then please restart the phone.

## **4.5 Why is my headset hot to the touch?**

The headset is powered by the phone and may warm up during normal use. An internal temperature sensor will prompt the device to shut down and cool off if it gets too warm. Ensure you do not charge the device while in use.

### **4.5.1 Unplug Inspire phone from headset**

Ensure that the Inspire phone is unplugged from the headset before charging. The camera portion of the headset will heat up some during use, this is normal.

## 5 Contact Us

<p>Call toll free</p> 	<p><b>USA:</b> +1 855-207-6665          Mon – Fri: 6am – 5pm PST          Sat: 8am – 1pm PST</p> <hr/> <p><b>Australia:</b> +61 1800-861-520          Tue – Sat: 8am – 11am (AEDT)</p> <hr/> <p><b>UK:</b> +44 808-164-1920          Mon – Fri: 4pm – 8pm (BST)</p>
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<p>Visit us online</p> 	<p><b><u><a href="http://www.irisvision.com">www.irisvision.com</a></u></b>          Support videos available</p>