


Inspire

User Guide v 1.1

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

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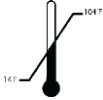

1 Introduction to Inspire

Inspire is a low-profile wearable software platform delivering functional sight for low vision. This lightweight, all-in-one, multi-distance, and auto-focus solution is designed to be intuitively easy-to-use.

1.1 Definitions

Term	Description
Adjustment Bar	An interactive sliding scale that allows users to adjust various headset settings.
Glaucoma	An eye disease that damages the eye's optic nerve.
IPD	Distance between the two images displayed in the headset.
Macular Degeneration	An eye disease caused by deterioration of the central portion of the retina.
Main Views	The main views for the Inspire phone include the following: Welcome, Scene, Television, Reading, RP, YouTube, and Settings.
Menu	A menu offers a limited set of choices that are available within each view.
RP	Retinitis Pigmentosa

1.2 Symbols

	<p>Please follow the instructions provided in this User Guide</p>
	<p>IrisVision, Inc. 5994 W. Las Positas Blvd., Suite 219 Pleasanton, CA 94588 USA +1 855-207-6665 / www.irisvision.com</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 < 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>

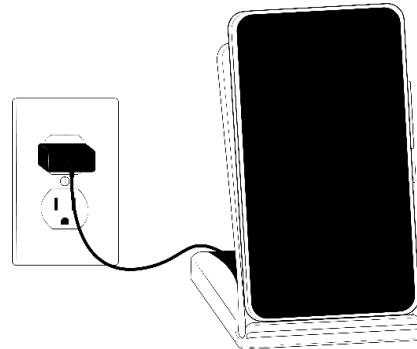
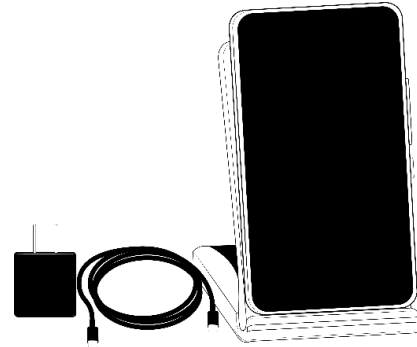
1.3 General Description

Inspire is a low-profile wearable software platform delivering functional sight for low vision. 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), and auto-focus solution designed for lifestyle-friendly ease-of-use.

1.4 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. *Note: you may remove the headset cord from the magnetic adapter and plug in the cable to charge phone directly.

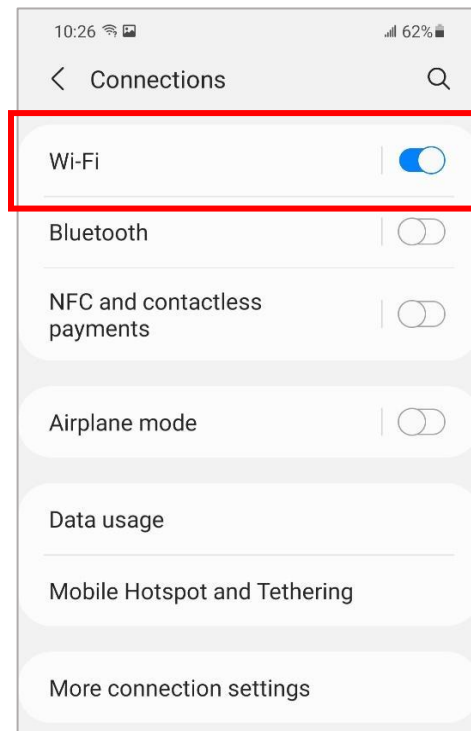
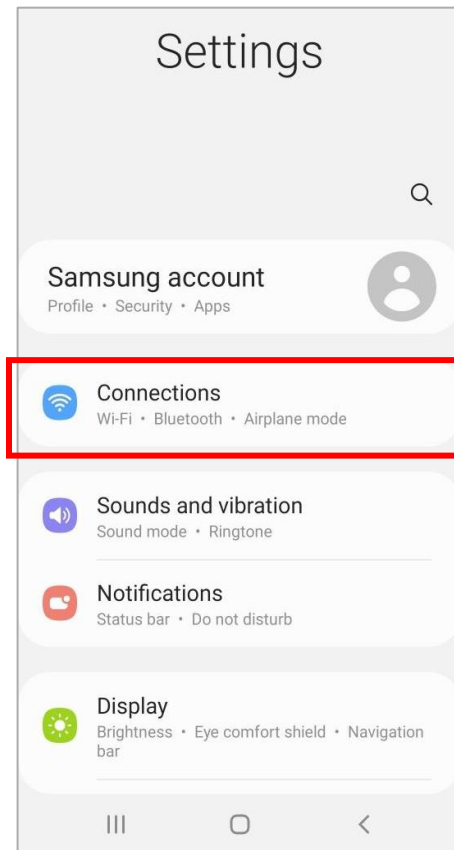


1.5 Connect to Wi-Fi

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

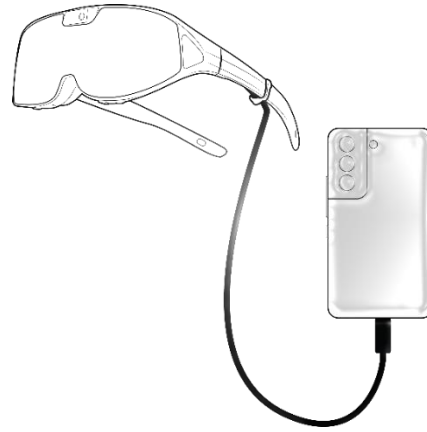
- Swipe up from the center of the display.
- Select settings.
- Select connections.
- Select Wi-Fi.
- Turn on (toggle) Wi-Fi.
- Select the wireless network you want to connect to.
- Enter the Wi-Fi password and select Connect. You are now connected to the Wi-Fi network.

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



1.6 Connecting Inspire

Plug the USB C-Cable attached to the headset into the Inspire phone. Once the phone is connected to the headset, the Inspire application launches automatically. In case the application is not auto launched, you can access the Inspire application by tapping the Inspire icon on the phone.



1.7 Intended Use / Users

Inspire by IrisVision is intended to be used by people with low vision and eye conditions such as Macular Degeneration, Glaucoma, Retinitis Pigmentosa, Stargardts, and other visual impairments.

2 Operation










2.1 Getting Started

Please schedule your free coaching session once you receive your 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 unit 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 unit 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. You may also use the magnetic connector pieces included by attaching the connector piece to the end of the headset cord and the USB Type C port on the Inspire phone. Once connected, launch the Inspire software by tapping on the Inspire app icon.

2.2 Inspire Unit

The Inspire unit includes the items listed below conveniently packed into a black carrying case.

<p>Inspire headset</p> 	<p>Inspire phone</p> 	<p>Fast charger / stand</p> 
<p>Phone-to-headset magnetic adapter</p> 	<p>Carrying case</p> 	<p>Phone lanyard & Remote control</p> 
<p>Headset lanyard & strap</p> 	<p>Eye guard</p> 	<p>Ear clips</p> 

2.3 Inspire Phone, Headset & Remote Control

2.3.1 Initiating a Phone Call

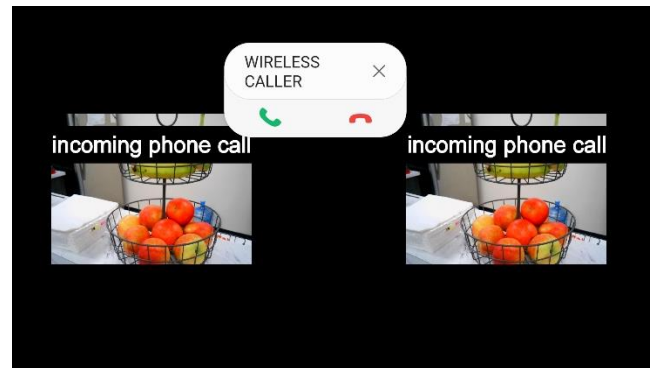
If you would like to initiate a call with your Inspire phone, swipe out of the Inspire app and use the phone. During this time the Inspire app will remain functioning while in the background so you will still be able to see the phone's display with the headset if you're in one of the live views such as Scene, RP, Reading, or Television. ***Note: Calls are US only, and you can send / receive text messages in the US as well.**

2.3.2 Receiving a Phone Call











If you receive a call while using the headset, you will receive a notification in your headset informing you of an incoming call. In addition, your phone will display a notification asking if you would like to answer or decline the call. To answer / decline the call, tap on the appropriate icon on the phone and the application will remain functional.

2.3.3 Ending a Phone Call

Exit the Inspire app and use phone app to hang-up.



2.3.4 Precautions

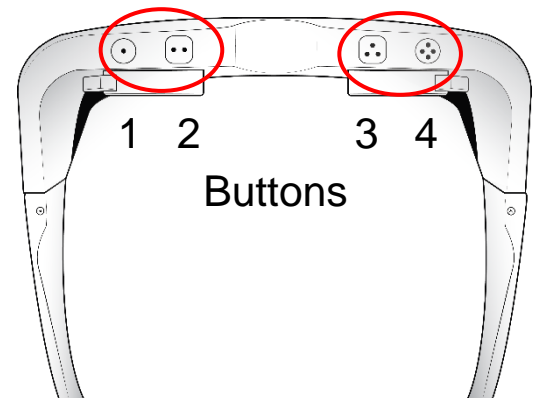
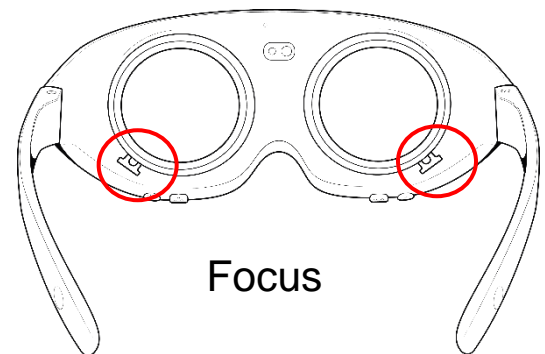
	Do not charge the phone while the headset is in use.
	Recommended temperature range for operating device is 14°F to 104° F.
	Recommended humidity is < 80%.
	Do not walk, drive, or engage in any other type of activity that requires movement while wearing this device.
	The phone can transmit radio waves 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.
	Avoid leaving Inspire device in direct sunlight when not in use.
	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.

2.3.5 Inspire Headset Button Configuration

The Inspire headset has 4 buttons located under the viewing optics. 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.

Navigating through the various views and menu items using the buttons is simple.

- Press Button 1 to:
 - Navigate forward
 - Close menu
 - Exit status
- 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



2.3.6 Inspire Remote Control (uses Bluetooth)

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 has a touchpad, 2 buttons, and a trigger which can be used to activate voice commands.

2.3.6.1 Connecting / Disconnecting for the First Time

- Open the Inspire app. ***Note: the headset must be tethered to the phone for the remote to pair.**
- Turn on the Inspire remote control by holding the power button. The light will be start blinking once the Inspire remote control is powered on.
- Now 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.

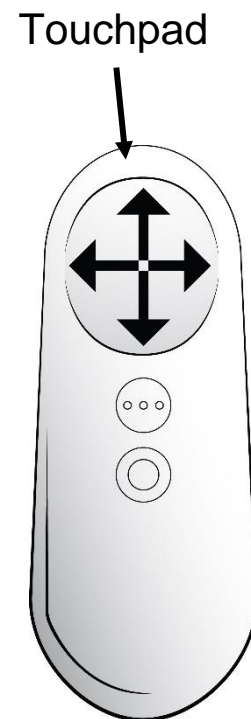
2.3.6.2 Steps for Reconnecting the Remote Control

- **Auto-pair the controller:** If the app hasn't been closed, then the Inspire remote control can be re-paired easily. 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 pair the phone. User will have 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).

2.3.6.3 Remote Control Configuration

- Touchpad:
 - Swipe Up – If you're in a "live" view, this will increase the field of view. If you're in a menu, you can navigate up to the next menu item. If you're watching a **YouTube** video this will increase the volume.
 - Swipe Down – If you're in a "live" view, this will decrease the field of view. If you're in a menu, you can navigate down to the next menu item. If you're watching a **YouTube** video this will decrease the volume.



- Swipe Left – If you're in a "live" view this will zoom out. If you have an adjustment bar open, this will decrease the setting. If watching a video this will rewind the video.
- Swipe Right – If you're in a "live" view this will zoom in. If you have an adjustment bar open, this will increase the setting. If you're watching a video this will fast-forward the video.
- Click down directly on the touchpad to play/pause video.

- Button 1:

- Allows the user to move forward to the next available view. This will also close adjustment bars and menus.

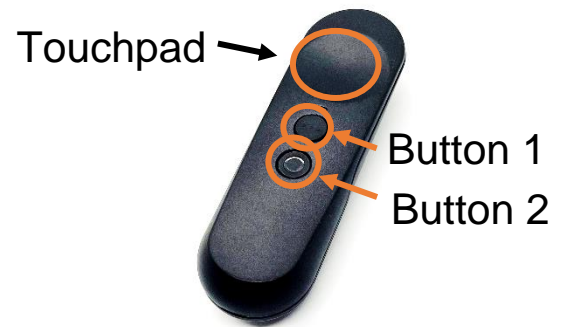
- Button 2:

- This button allows you to open a menu item.
- Select a feature.

- Trigger:

- Activates a voice command.

*Note: Remote Control uses 2 AAA batteries.



2.3.7 Inspire Headset Button Navigation

The Inspire headset has 4 buttons you can use to navigate different views and settings. In addition, you can use voice commands to navigate view 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 a horizontal 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.

As referenced in section 2.3.5, the Inspire headset has 4 buttons that you can use to interact with the device. If you want to navigate through the application and adjust the different view settings, then the following functions will be used:

- Button 1 – Allows user to advance from one view to the next
- Button 2 – Opens menus or can do a long-press to activate voice commands
- Button 3 – Allows you to scroll up through a list of menu options, zoom out of the current view, or move a horizontal adjustment bar down one level
- Button 4 – Allows you to scroll down through a list of menu options, zoom into the current view, or move a horizontal adjustment bar up one level

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. You can use button 2 to select the desired setting, and then use buttons 3 or 4 to make changes to the given setting.

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

- audio feedback 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, you can wait 10 seconds without pressing any buttons, and the adjustment bar will go away and apply the currently selected value.

For example, if you want to change the “**brightness**” setting on the “**Scene**” view using the headset buttons, perform the following steps:

1. Press button 1 repeatedly until the “**Scene**” view is selected
2. Press button 2 to bring up the menu
3. Press buttons 3 & 4 to scroll through the different settings until “**brightness**” is selected
4. Press button 2 to select “**brightness**”
5. Press buttons 3 or 4 to adjust “**brightness**”
6. Press button 1 to exit the menu or wait 10 seconds for Inspire device to apply the changed setting

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.

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.

2.4.2 Health warning:

Please observe the following when using this device:

This device is not to be used by children under 8 years old.

- Before using this device, it must be tuned to your needs by a professional vision specialist.
- Do not walk while you are wearing the headset
- The device is not for the use of children under 8 years old.
- You should immediately stop using the device if you experience nausea, dizziness, or any adverse health reaction.

Stop wearing if experiencing any discomfort including nausea, dizziness, or other adverse health reactions.

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

2.4.3 Data sharing:

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

Press Button 1 for “Yes”
Press Button 4 for “No”

2.5 Inspire Views & Settings

- **Welcome**

- voice command
- volume
- brightness
- IPD
- field of View
- audio feedback on/off
- audio feedback speed
- If both lenses are on:
 - turn off right lens
 - turn off left lens
- If one lens is off:
 - turn on both lenses
 - turn off right/left lens

- **Scene**

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

- **Reading**

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

- **RP (Retinitis Pigmentosa)**

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

- **Television**

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

- **Settings**

- voice command
- volume
- shutdown
- sleep
- serial number
- audio feedback on/off
- audio feedback speed
- IPD
- field of view
- system info

- **YouTube** (voice command is the only feature within this view's menu and can be selected by pressing button 2. The sub-bullet points are the list of voice commands for searches to use within YouTube).

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

In addition to the voice commands for searches listed above, each YouTube video will have the following menu items to select when watching a video:

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

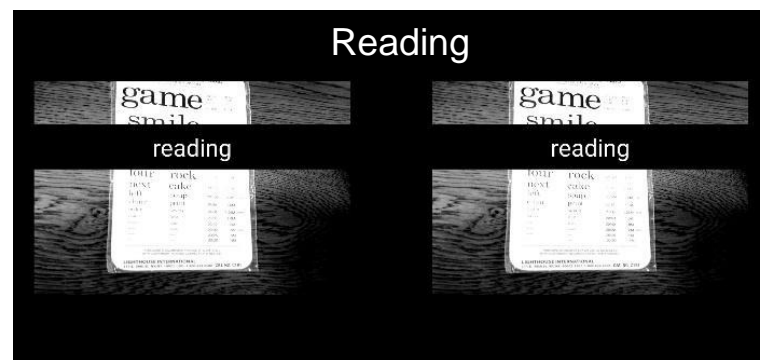
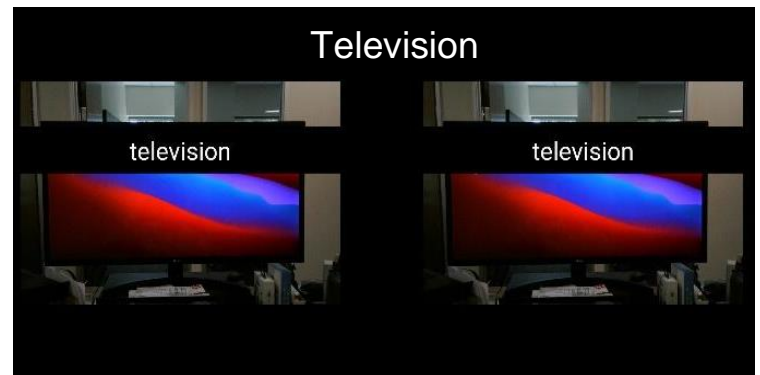
2.5.1 Inspire Settings & Descriptions

Setting	Description
Audio Feedback On/Off	This enables/disables audio feedback
Audio Feedback Speed	Adjusts the speed of the voice feedback
Brightness	Adjusts the brightness setting
Contrast	Adjusts the contrast setting
Exposure	Adjusts the exposure setting
Field of View	Adjusts the scale of the image in view
IPD	Adjusts the distance between the 2 images displayed in the headset
Reset Mode	Returns view settings to their default value
Serial Number	Lists the serial number of the Inspire phone
Shutdown	Turns off power to Inspire phone
Sleep	Conserves power to Inspire phone and turns headset display off
Flashlight On/Off	Turns on/off the flashlight
Voice Command	Used to change settings and navigate to different views.
Volume	Adjusts the volume setting
Zoom	Adjusts the magnification of the image

2.5.2 Welcome, Scene, Television, Reading, RP, and YouTube

Each of these views are optimized for different purposes, however you may customize the settings for each view.

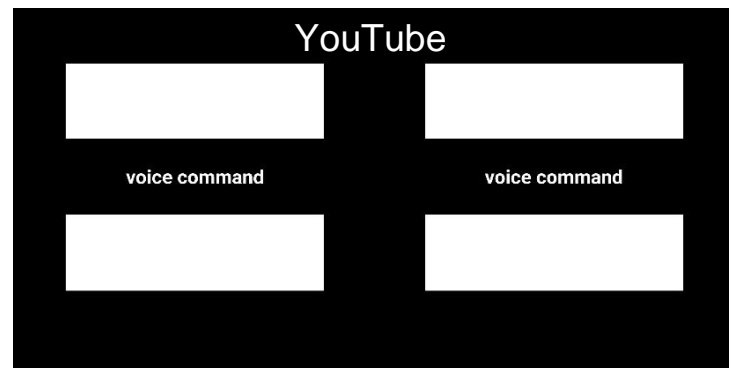
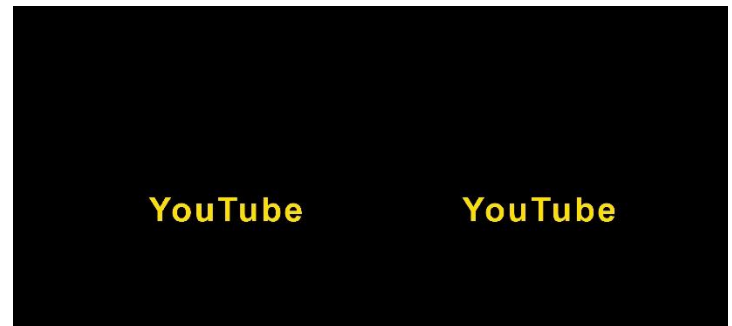
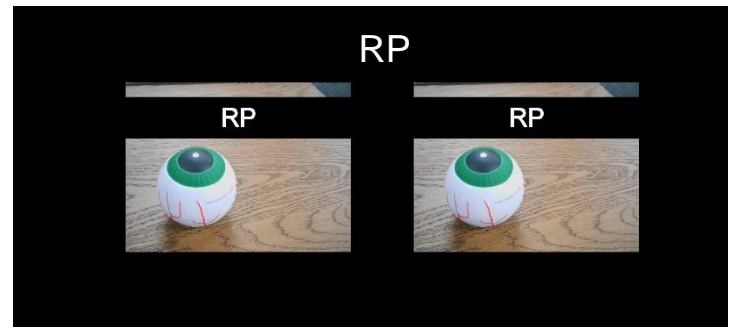
- **Welcome** – This view is useful for adjusting the focus to the user’s eyesight or adjusting the IPD.
- **Scene** – This view is used for general purpose viewing.
- **Television** – This view has an exposure adjustment to allow for better viewing of a tv screen / monitor.
- **Reading** – This view is black and white and optimized for reading text on paper.



The “**Reading**” view also has a “**reading inverted**” option for white on black which may be easier to read for some users.

- **RP** - This view is designed for those with retinitis pigmentosa, glaucoma, or other visual field restrictions. The image is virtually expanded to fit the user's field of view and is easily changeable from near to far for various viewing tasks.
- **YouTube** – This view allows users to search, find, and stream YouTube videos directly to their Inspire headset using a series of voice commands.

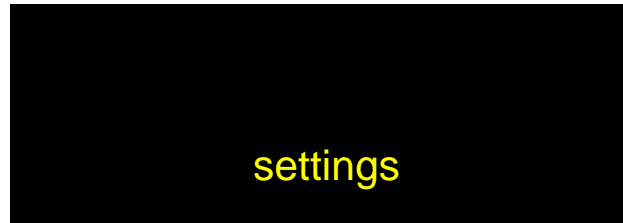
Each of these views have different menu options that can be adjusted using either the Inspire headset buttons or voice commands. See the section below for a more detailed explanation.



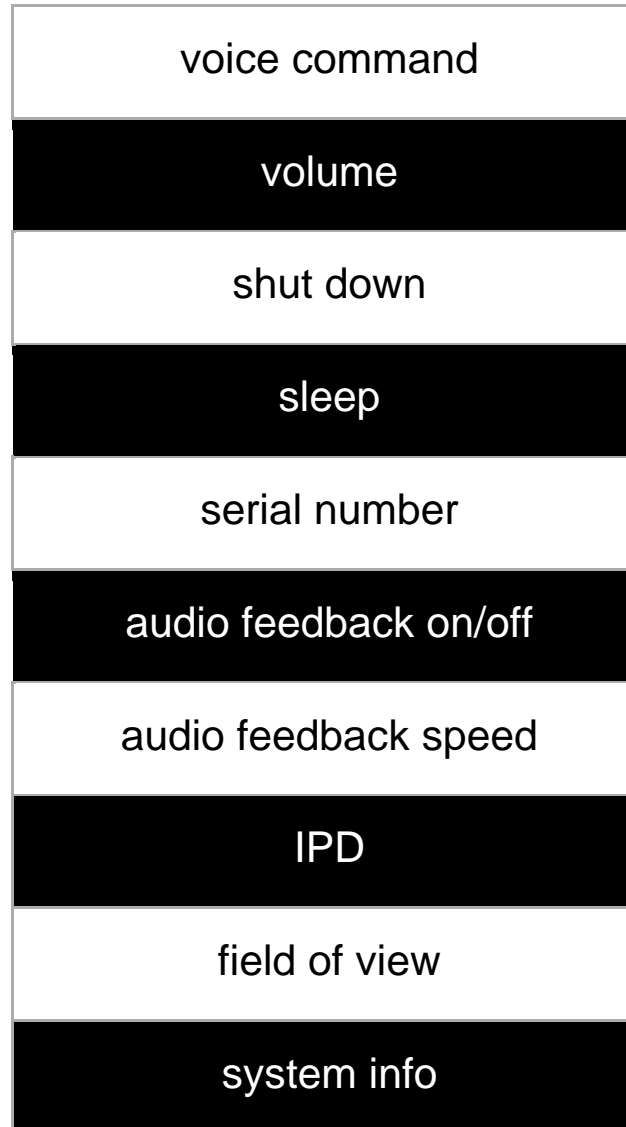
2.5.3 Settings View

The settings for these menu options can be changed using the Inspire headset buttons or the voice commands in the same way they can be changed for the other views. The list of menu options for the “**Settings**” view includes the following:

- voice command
- volume
- shutdown
- sleep
- serial number
- audio feedback on/off
- audio feedback speed
- IPD
- field of view
- system info



Scroll down using button 4 on the headset to select the desired menu option:



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.

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 full list of which commands are possible on which views, please refer to section 3.2. **NOTE: The headset will only process one voice command at a time.**

For example, if you wish to navigate to the Television mode using a voice command, then take the following actions:

1. Press button 2 to bring up the menu
2. Make sure that “**voice command**” is selected
3. Press button 2 to activate the “**voice command**” feature, and your device is now actively listening
4. Speak your command out loud. In this example you would say “**tv**”. You must say your command within 3 seconds, or the command will not be initiated. If the device did not activate your command, you will be presented with an “**error**” message, and you must initiate a voice command again.

3.2 Full List of Voice Commands

Setting	Default	Voice Commands
<p>Audio Feedback On/Off</p> <p>(Welcome, and Settings views, or activated with a Voice Command in any view)</p>	N/A	<ul style="list-style-type: none"> ● “audio feedback off” ● “audio feedback on” ● “disable audio feedback” ● “enable audio feedback” ● “turn off audio feedback” ● “turn on audio feedback”
<p>Audio Feedback Speed</p> <p>(Welcome, and Settings view)</p>	<p>2</p> <p>Range of Adjustment (1 – 5)</p>	<ul style="list-style-type: none"> ● “audio feedback speed” ● “audio feedback speed <number>” ● “audio speed” ● “decrease audio feedback speed” ● “decrease audio speed” ● “increase audio feedback speed” ● “increase audio speed” ● “low audio feedback speed” ● “low audio feedback speed” ● “low audio speed” ● “max audio feedback speed” ● “max audio speed” ● “reset audio feedback speed” ● “reset audio speed” ● “set audio feedback speed to <number>” ● “set audio speed to <number>” ● “set speed <number>”

Setting	Default	Voice Commands
<p>Brightness</p> <p>(Welcome, Scene, Television, Reading, RP, and YouTube views)</p>	<p>10</p> <p>Range of Adjustment</p> <p>(1 – 10)</p>	<ul style="list-style-type: none"> ● “brightness” ● “brightness <number>” ● “decrease brightness” ● “increase brightness” ● “low brightness” ● “max brightness” ● “reset brightness” ● “set brightness to <number>”
<p>Contrast</p> <p>(Scene, Television, Reading, and RP views)</p>	<p>50</p> <p>Range of Adjustment</p> <p>(1 – 100)</p>	<ul style="list-style-type: none"> ● “contrast” ● "contrast <number> " ● "decrease contrast" ● "increase contrast" ● "low contrast" ● "max contrast" ● "reset contrast" ● "set contrast to <number> "
<p>Disable Lenses</p> <p>(Welcome view)</p>	<p>N/A</p>	<ul style="list-style-type: none"> ● “<right/left> lens off” ● “disable <right/left> lens” ● “turn off <right/left> lens”
<p>Enable Lenses</p> <p>(Welcome view)</p>	<p>N/A</p>	<ul style="list-style-type: none"> ● “both lenses on” ● “enable both lenses” ● “enable lenses” ● “focus” ● “home” ● “lenses on” ● “turn on both lenses”

Setting	Default	Voice Commands
		<ul style="list-style-type: none"> ● “turn on lenses”
<p>Exposure (Television view)</p>	<p>2</p> <p>Range of Adjustment (1 – 6)</p>	<ul style="list-style-type: none"> ● “decrease exposure” ● “exposure” ● “exposure <number>” ● “increase exposure” ● “low exposure” ● “max exposure” ● “reset exposure” ● “set exposure to <number>”
<p>Field of View (Welcome, Scene, Television, Reading, RP, YouTube, and Setting views)</p>	<p>90 (all modes)</p> <p>70 (RP)</p> <p>Range of Adjustment (20 – 100)</p>	<ul style="list-style-type: none"> ● “decrease field of view” ● “field of view <number>” ● “field of view” ● “increase field of view” ● “increase fov” ● “low field of view” ● “low fov” ● “max field of view” ● “max fov” ● “reset field of view” ● “reset fov” ● “set field of view to <number>” ● “set fov to <number>”

Setting	Default	Voice Commands
<p>Flashlight (Scene, Reading, and RP views)</p>	N/A	<ul style="list-style-type: none"> ● “disable flashlight” ● “enable flashlight” ● “flashlight off” ● “flashlight on” ● “turn off flashlight” ● “turn on flashlight”
<p>IPD (Welcome, and Settings views)</p>	<p>60</p> <p>Range of Adjustment (50 – 75)</p>	<ul style="list-style-type: none"> ● “decrease IPD” ● “increase IPD” ● “IPD” ● “IPD <number>” ● “low IPD” ● “max IPD” ● “reset IPD” ● “set IPD to <number>”
<p>Reading Inverted</p>	N/A	<ul style="list-style-type: none"> ● “inverted” ● “reading inverted”
<p>Reading View</p>	N/A	<ul style="list-style-type: none"> ● “reading”
<p>Reset (Scene, Television, Reading, and RP views)</p>	N/A	<ul style="list-style-type: none"> ● “mode reset” ● “reset mode”
<p>RP View</p>	N/A	<ul style="list-style-type: none"> ● “rp” (FOV default is 70 for RP)

Setting	Default	Voice Commands
Scene View	N/A	<ul style="list-style-type: none"> ● “look” ● “scene” ● “see” ● “view”
Serial Number (Settings view)	N/A	<ul style="list-style-type: none"> ● “serial number”
Settings View	N/A	<ul style="list-style-type: none"> ● “settings”
Shutdown (Settings view, but can also be activated with a Voice Command in any view)	N/A	<ul style="list-style-type: none"> ● “shutdown”
Sleep (Settings view, or activated with a Voice Command in any view)	N/A	<ul style="list-style-type: none"> ● “go to sleep” ● “sleep”
System Info (Settings view)		<ul style="list-style-type: none"> ● “info” ● “system info” ● “system information”

Setting	Default	Voice Commands
Television / TV View	N/A	<ul style="list-style-type: none"> ● “television” ● “tv”
Volume Increase (Welcome, and Settings views, or activated with a Voice Command in any view)	15 Range of Adjustment (1 – 15)	<ul style="list-style-type: none"> ● “decrease volume” ● “increase volume” ● “low volume” ● “max volume” ● “reset volume” ● “set volume to <number>” ● “volume” ● “volume <number>”
Welcome View	N/A	<ul style="list-style-type: none"> ● “welcome”
YouTube	N/A	<ul style="list-style-type: none"> ● “YouTube” <ul style="list-style-type: none"> ○ “new search” ○ “new video search” ○ “play/pause” within a video ○ “search <voice input>” ○ “search” ○ “video search”

Setting	Default	Voice Commands
<p>Zoom</p> <p>(Scene, Television, Reading, and RP views)</p>	<p>1</p> <p>Range of Adjustment</p> <p>(1 – 10)</p>	<ul style="list-style-type: none"> ● “low zoom” ● “max zoom” ● “reset zoom” ● “set zoom to <number>” ● “zoom” ● “zoom <number>” ● “zoom in” ● “zoom out”

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 I not see the Inspire display in my headset?

4.4.1 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.

4.4.2 Ensure that phone screen is on and unlocked

4.4.3 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?

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.

Notes:

5 Contact Us

<p>Call toll free</p> 	<p>+1 855-207-6665 (Monday – Friday) 6am – 5pm PST (Saturday) 8am – 1pm PST</p>
<p>Company address</p> 	<p>IrisVision 5994 W. Las Positas Blvd Suite 219 Pleasanton, CA 94588</p>
<p>Email</p> 	<p><u>support@irisvision.com</u></p>
<p>Visit us online</p> 	<p><u>www.irisvision.com</u> Support videos available</p>