



eSight 4 Troubleshooting Document
DRAFT

eSight 4 Troubleshooting Tips

Version History

Rev. No.	Date	Reason	Author Signature (KF)	Reviewer Signature (CL)	Reviewer Signature (GO)	Approver Signature (n/a)
A	13 Jul 2020	Initial draft				
B	24 Jul 2020	Added bluelines on screen issue, and mobile troubleshooting				

eSight 4 Troubleshooting Tips

Tips to ensure the Onboarding process goes smoothly:

- Ensure client selects the right language on their first try during the voice language selection at the start.
 - Let the client know where the context button is before they turn on eSight
 - Instruct them to press the context button as soon as they hear their language
- Do not touch the wireless controller unless instructed by the eSight dialogs.
- Do not reboot the device while in Onboarding.. If the user wants to skip wifi or device registration, just do it properly:
 - When eSight asks for wifi setup, select the option to do it later OR
 - When eSight asks for account setup, select the option to do it later
- If eSight has not been used for 3 weeks or more,
 - Make sure you have a fully charged external battery
 - Insert the battery in eSight
 - Leave the battery plugged in for at least 1 hour before turning on eSight

How should I store my eSight when I am not using it

- Make sure to remove the external battery if you are storing eSight for more than 1 day

My eSight has been sitting unused for more than 3 weeks

- Make sure you have a fully charged external battery
 - Insert the battery in eSight
- Leave the battery plugged in for at least 1 hour before turning on eSight

My eSight turns off immediately as soon as I turn it on

- The battery might be too low for eSight to start
 - Make sure your external battery is charged completely
 - Insert the fully charged external battery in eSight
 - Leave the battery plugged in for at least 1 hour before turning on eSight

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I see a white screen when I turn eSight on

- Short press the power button
 - The displays should turn off (eSight is in standby)
 - Press the power button again to wake up the device
 - This should fix the white screen issue
- If this does not fix the white screen issue, press the power button again to put the device in standby
 - Short press the context button a couple of times
 - You should now be taken to the wifi setup screen
- If the above procedure does not resolve the issue
 - Plug in your charging cable directly to the right temple arm port of eSight for at least 1 hour **OR**
 - Plug a fully charged in battery into eSight and wait for 1 hour before turning eSight on

I see blue lines on the screen when I turn eSight on and now I cannot turn it off

- Long press the power and context button
- eSight should turn off
- Make sure your external battery is charged completely
- Insert the fully charged external battery in eSight
- Leave the battery plugged in for at least 1 hour before turning on eSight

The volume of eSight is too low for me to hear

- Press the volume up button on the controller to adjust the volume to a level you are comfortable with

My remote controller does not work

- Press any button on the remote and wait for 10 seconds
 - It can take up to 10 seconds for the remote to establish a connection with eSight
- If this does not work, let's try to **CONNECT** the remote controller manually
 - In eSight, ensure you are in live view
 - Press the context button on eSight to open the context menu

eSight 4 Troubleshooting Tips

- Navigate to Bluetooth and select it
- You should see a list of devices
- You will see the remote controller as “eSight xxx” where xxx is 3 digits
- Select this entry
- You should see 2 options: Unpair and Connect
- Navigate to “Connect” and select it
- Remote should start working
- If this does not work, let’s try to PAIR the remote controller again
 - In eSight, ensure you are in live view
 - Press the “Back” and “Home” buttons together for 10 seconds
 - In Live View, press the context button on eSight to open the context menu
 - Navigate to the Bluetooth option using the touchpad
 - Press the “Search” button
 - You should see the remote control as “eSight xxx” where xxx is 3 digits
 - Navigate to the remote and select it using the touchpad
 - Select the pair option
 - The remote should be connected

I cannot connect to WiFi

- I get the error “Network password is incorrect”
 - Make sure that you typed the wifi password correctly
- I get the error “Wifi network is out of range”
 - Network name might have been entered incorrectly
 - The name is also case sensitive so make sure all the uppercase and lowercase letters are correct
 - Wifi signals may be too weak
 - Move a little bit closer to the router
- I get the error “invalid Wifi QR code”
 - Make sure you are scanning the correct QR code
 - Go to www.esightsetup.com
 - Click the “Click Here” button under “Connect to a wifi network”
 - Enter the correct wifi network name and password (both are case sensitive)
 - Leave network type as WPA2 (unless you know yours is different)
 - Click the “Generate WiFi Code” button
 - QR code will be shown on the screen

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I cannot register my account on the web

- At the moment you can only setup your account by downloading the mobile app

I see extreme fluctuations in the autoexposure

- Press the home button on the controller during live view (this will take you to the home menu)
- Press the back button (this will take you back to the live view)
- The autoexposure should now be fixed

The focus on my eSight is not working

- Ensure that you are in a mode that supports autofocus. You can do this by
 - Navigating to home -> Settings -> Configure mode -> Select the mode you are in eg indoor / outdoor / etc
 - Select focus
 - Make sure autofocus is selected
- If you have confirmed autofocus is on and eSight still does not seem to focus
 - Press the home button on the controller during live view (this will take you to the home menu)
 - Press the back button (this will take you back to the live view)
 - The autofocus should now be fixed

eSight 4 Troubleshooting Tips

MOBILE APP TROUBLESHOOTING

Which devices does the eSight app currently support?

At this time, we presently support:

- **Samsung S8:** running Android 9
- **iPhone 7:** running iOS 11

/ Note: other phones may work with our app — however, at this time, the above phones are the only ones that have been extensively tested.

What features are available on the eSight app?

- **eRemote:** control your eSight digitally. *(Provides all functionality as the standard remote)*
 - **eCast:** view media stored on your phone - on your eSight.
 - **eMirror:** view your phone's screen - on your eSight.
 - **Gallery:** transfer media taken on your eSight - to your phone.
 - **eShare:** view your eSight's camera - on your phone.
 - **WiFi QR Generator:** to connect to new WiFi networks.
 - **Account management:** update your account and profile information.
-

Why does eCast not load any media from my phone?

Please check the eSight **app permissions**, and ensure that you have enabled: **Storage** on Android or **Photos** on iOS.

What do I do if the Gallery in my app is empty?

Please **unpair** your eSight from your phone's Bluetooth settings, and retry.

*/ Should not occur — but due to intermittent Bluetooth issues; HMD may be connected to phone, but not **paired**.*

*/ Users **must accept** the Bluetooth pairing request that will appear on their phone*

/ If above solution does not work — please reboot HMD to start Bluetooth advertising (visible to nearby devices)

eSight 4 Troubleshooting Tips

What do I do if my eRemote opens, but does not control my HMD?

Please **unpair** your eSight from your phone's Bluetooth settings, and retry.

*/ Should not occur — but due to intermittent Bluetooth issues; HMD may be connected to phone, but not **paired**.*

*/ Users **must accept** the Bluetooth pairing request that will appear on their phone*

/ If above solution does not work — please reboot HMD to start Bluetooth advertising (visible to nearby devices)

Can I connect two devices to my eSight? (eg. iPhone and iPad)

Both devices can log into the eSight app using the same account — however, only 1 device can be actively paired and controlling eSight.

What is the distance limitation of the Bluetooth features?

In theory, Bluetooth 4 is supported within 100 m of range from the device.

What features can I use without WiFi?

At this time, eRemote is the only feature that works without WiFi

Why is the “Nearby Devices” list empty - when I try to pair to my eSight?

This suggests that your eSight is either **connected to another phone**, or is **not advertising** (visible to nearby devices). In either case, enter **Bluetooth Settings on your eSight** to start advertising.

/ If this does not work — reboot eSight to start advertising.

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Can I share my eSight view to my phone without an active WiFi connection?

Unfortunately, not at this time.

/ Note: WiFi Direct is on the roadmap.

How does Shared Access work?

Shared Access allows you to invite friends, family, and caregivers to help support you with your eSight. By sending an invitation - Caregivers receive an account login by email, and can quickly connect to your eSight - allowing them to see what you see, and control your eSight via a digital remote.

/ Note: at this time - eShare for Caregivers is only available via the Web.

/ eSight users must accept the connection request on their HMD to initiate a connection. (A green border around the eSight view indicates an active eShare connection.)

How do I transfer videos/pictures taken on my eSight to my phone?

Use the **Gallery** feature in the app to select the videos/pictures on your eSight, and press **Transfer** to begin transferring the media to your phone.

*/ Note: transferring media will **permanently move media** from your eSight to your phone (media will no longer be accessible on the eSight).*

Why can't I invite a user as a caregiver?

At this time, Caregiver profiles are limited to accounts that have not already signed up as a user.

/ If customers insist/must invite a user — please advise them to use an alternate email.

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Why can't I invite an eSight employee as a caregiver?

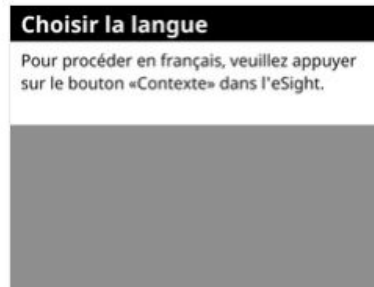
At this time, eSight employees must use the eSupport Web Portal with their assigned credentials to support their clients.

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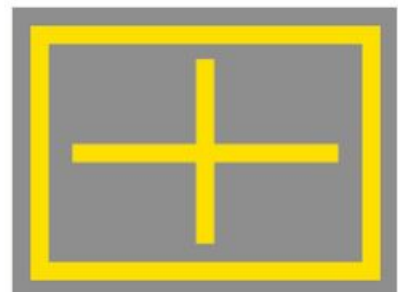
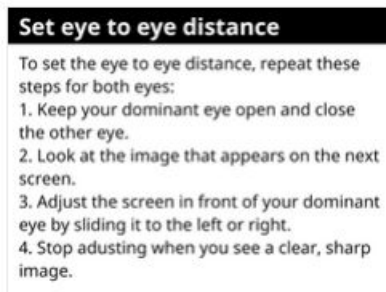
eSight 4 - STEP BY STEP GUIDE TO ONBOARDING

Onboarding part 1: Device Setup

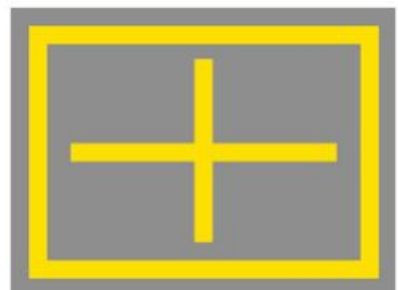
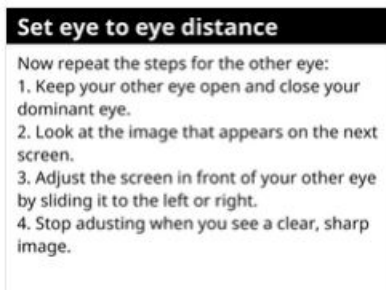
- Turn on device
- Select language (press context button on the right language. If you choose wrong language, turn off the device and start again)



- Set Eye to Eye distance (dominant eye) - Press context button to move forward



- Set Eye to eye distance (other eye)

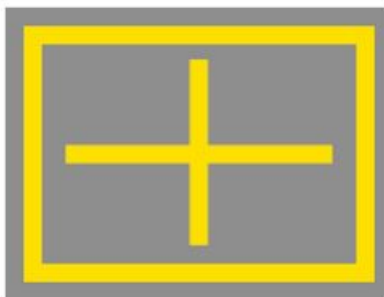


- Set eye to eye distance (both eyes) - Press context button to move forward

eSight 4 Troubleshooting Tips

Set eye to eye distance

Now repeat the same steps for both eyes:
1. Keep both eyes open.
2. Look at the image that appears on the next screen.
3. Adjust the screens by sliding them slightly to the left or right.
4. Stop adjusting when you see a clear image.
Press the "Context" button on eSight after adjusting the screens.



- Choose preferred screen - Use touchpad to make your selection and press context button to move forward

Choose preferred screen

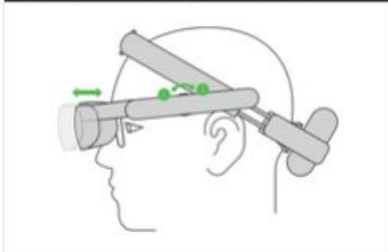
Based on your experience, choose your preferred screen setup in the next screen. Swipe down or up on the "touch pad" on eSight to select. Press the "Context" button on eSight to confirm your selection and continue.

Choose preferred screen

- Both
- Left
- Right

- Set screen to eye distance - Press context button to move forward

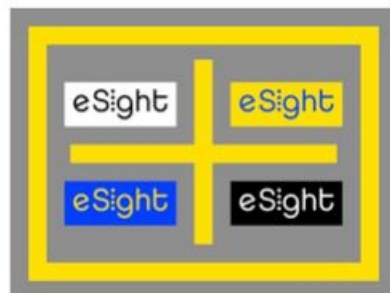
Set screen to eye distance



Set screen to eye distance

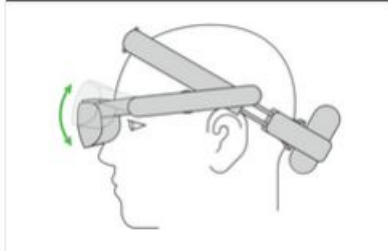
To set your screen to eye distance, follow these steps:
1. Look at the image that appears in the next screen.
2. Rotate the arm dial on both sides until you see a better image.

Press the "Context" button on eSight after adjusting the screen distance.



- Tilt of the visor - Press context button to move forward

Tilt of the visor



- Device setup complete

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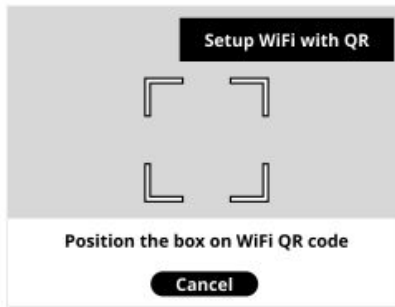
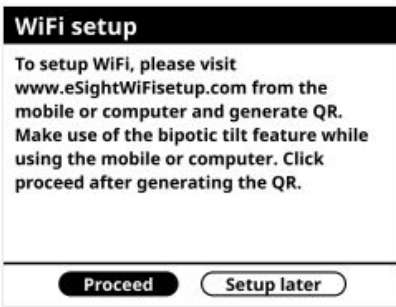
Initial setup completed

Congratulations! You have completed the initial setup. Now let's setup your eSight account.
For the best experience, please use the remote to continue.

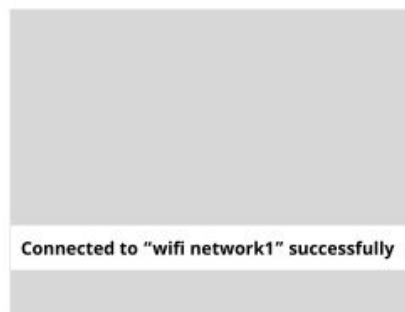
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Onboarding Part 2: Wifi, Account setup, Device registration and pairing

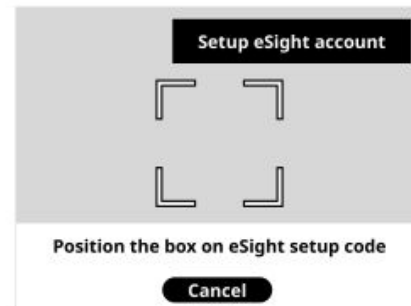
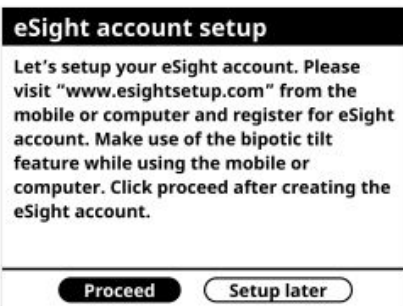
- Wifi connection (visit esightsetup.com to generate QR code)



- Wifi connected

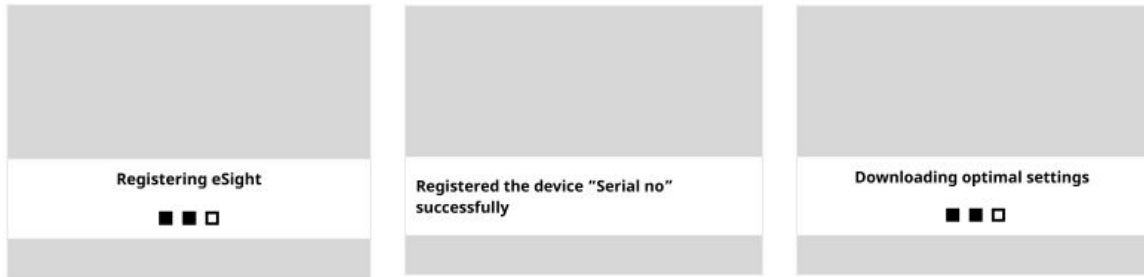


- Account setup (Download app to register your account)

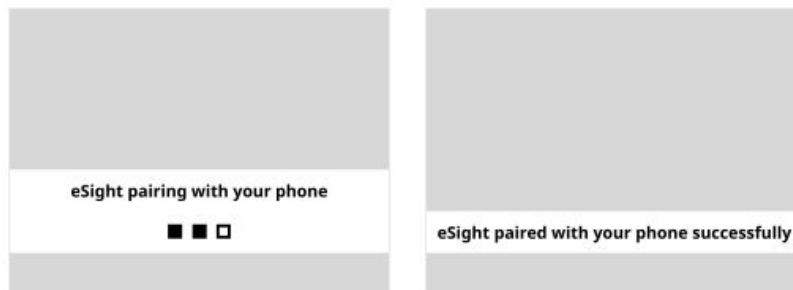


- Account registered

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- Mobile pairing



- Part 2 complete



After this, the tutorial (onboarding part 3) starts.... Which is videos of how to use the device