

**amigo**



## Advanced Features and Functions

# Support Phone Numbers

For support, contact the support number of the office nearest you:

U.S. office	800 440 9476 (toll-free) ext. 2 001 714 465 3400 ext. 2 <a href="http://www.enhancedvision.com">www.enhancedvision.com</a> <a href="mailto:techsupport@enhancedvision.com">techsupport@enhancedvision.com</a>
U.K. office	0800 145 6115 <a href="http://www.lowvisionshop.co.uk">www.lowvisionshop.co.uk</a> <a href="mailto:ordersuk@optelec.co.uk">ordersuk@optelec.co.uk</a>
D.E office	49 6078 9698270 <a href="http://www.evoptron.de">www.evoptron.de</a> <a href="mailto:rmaeurope@evoptron.de">rmaeurope@evoptron.de</a>
Canadian office	800-665-3005 <a href="http://ca.optelec.com">ca.optelec.com</a> <a href="mailto:canadasales@vispero.com">canadasales@vispero.com</a>

For incidents involving the device and someone's health, contact [mdsupport@vispero.com](mailto:mdsupport@vispero.com).

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# Getting Started

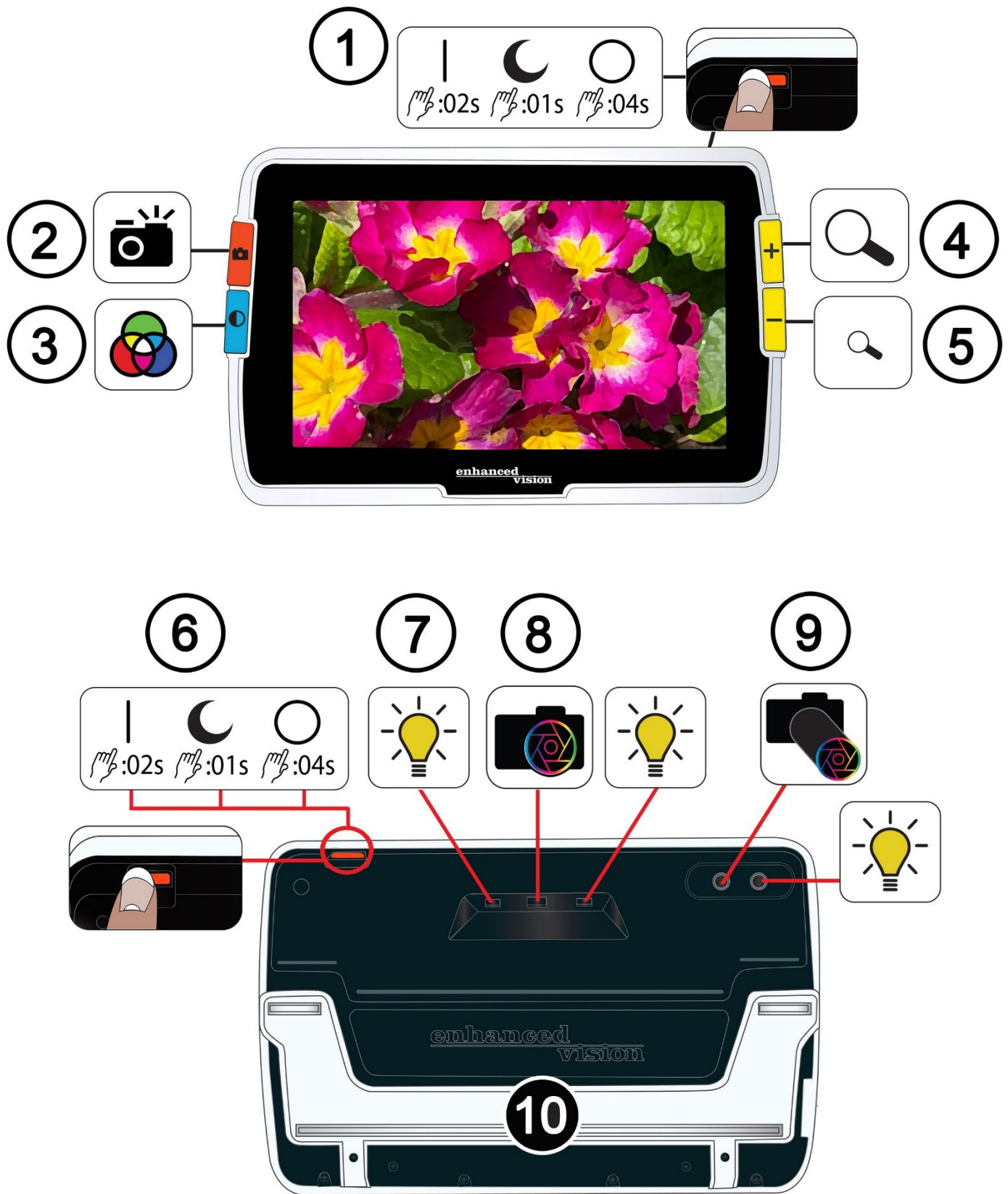
Congratulations on your new Amigo from Enhanced Vision. This handheld electronic video magnifier has a stand for table reading or can be held for viewing nearby objects. Small enough to easily carry with you, the Amigo is ideal for magnification on the go. A convenient carrying case is provided for transport.

Featuring a built-in LCD screen, the Amigo allows you to magnify images up to 30 times. You can adjust the display of live images and image captures based on your personal preferences, including magnification, brightness and color filters, color combinations, lines and masks, and edge effects.

You can pan live and still images for extended viewing, as well as pan saved snapshots. With 40 GB of storage, you can keep many images on the Amigo, and if you run out of space, you can back them up to a flash drive using the USB-C port.

An overview of the buttons and other components of your Amigo is shown on the following two pages to help you acquaint yourself with the device. A review of [Instruction Basics](#) (page 4) will help you understand the device and quickly grasp the instructions found in this book.

## Enhanced Vision



## **Amigo Components**

The previous page shows the front and back of the Amigo, numbering and graphically describing each of its components. The numbered components are listed below.

### ***Top***

1. Power button on / standby / off (orange)

### ***Front***

2. Snapshot button (orange)
3. Color Mode button (blue)
4. Zoom In / increase magnification button (yellow)
5. Zoom Out / decrease magnification button (yellow)

### ***Back***

6. Power button on / standby / off (orange)
7. Lights
8. Camera lens (magnification)
9. Camera lens (distance)
10. Built-in stand

### ***Left side***



When the Amigo screen is facing you, the left of the device includes a USB-C port, a status light, and an audio jack (for use with future enhancements).

## Instruction Basics

This section describes some Amigo basics and lays out standards to help you quickly grasp the directions throughout this document.

### ***Naming Conventions***

When steps refer to a physical button on Amigo, the button name is capitalized, such as the yellow Zoom In button.

When steps refer to text on a screen in the Amigo application, the text is bold. For example, the **Appearance** menu is in boldface, as well as the **Font Size** option and the **Font Size** screen.

### ***Button Presses***

This document refers to button presses in several ways, depending on the function being explained:

- Press and release the button to perform a task, such as press the Zoom In button to magnify the image.
- Press the button for a certain number of seconds to perform a task, such as press the Power button for 4 seconds to power off the Amigo.
- Simultaneously press two buttons and hold for 0.5 seconds, such as press and hold Zoom In + Zoom Out for 0.5 seconds to go to the Panning mode.

---

**Note:** Button presses are not queued, so wait until the system has responded before pressing another button.

---

### ***User Interface Conventions***

You can anticipate certain user interface conventions while learning your Amigo:

- Sound feedback is only provided for the camera shutter sound when capturing a snapshot or adjusting the volume level. Amigo has no haptic feedback.

- One Sans Serif font is available between 24 pt and 72 pt, and 28 pt is the default. You can change the default font size using the Font Size screen, or you can change it dynamically while you are in Menu view by pressing and holding Zoom In + Zoom Out for 0.5 seconds, then pressing either Zoom In or Zoom Out to change the font size.
- No bold, italics or underline are available. The default color combinations are white on black, black on white, and true color. True color is always available and cannot be disabled.
- The default view is Live view, showing the image currently seen by the camera.
- Disabled functions are not displayed. If you have panned as far right as you can go, for example, then the button hint for moving right is not shown.

## ***Printing this Document***

This document is formatted for double-sided printing on full-size 8.5-inch by 11-inch paper with odd pages on top (right side) and even pages on the back (left side).

# Where to Begin

Review this section before using the device. An overview of the device and instructions for completing the following tasks will get you started:

1. Connect the power supply.
2. Charge the battery until the status light is solid green.
3. Power on the device.
4. Complete first-run setup instructions.

The remainder of the document provides step-by-step instructions for using product features.

## Package Contents

Listed below are the contents of your Amigo package:

- Amigo device
- Protective carry case
- Lens cloth
- AC adapter power supply

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**Note:** Style may vary depending on country.

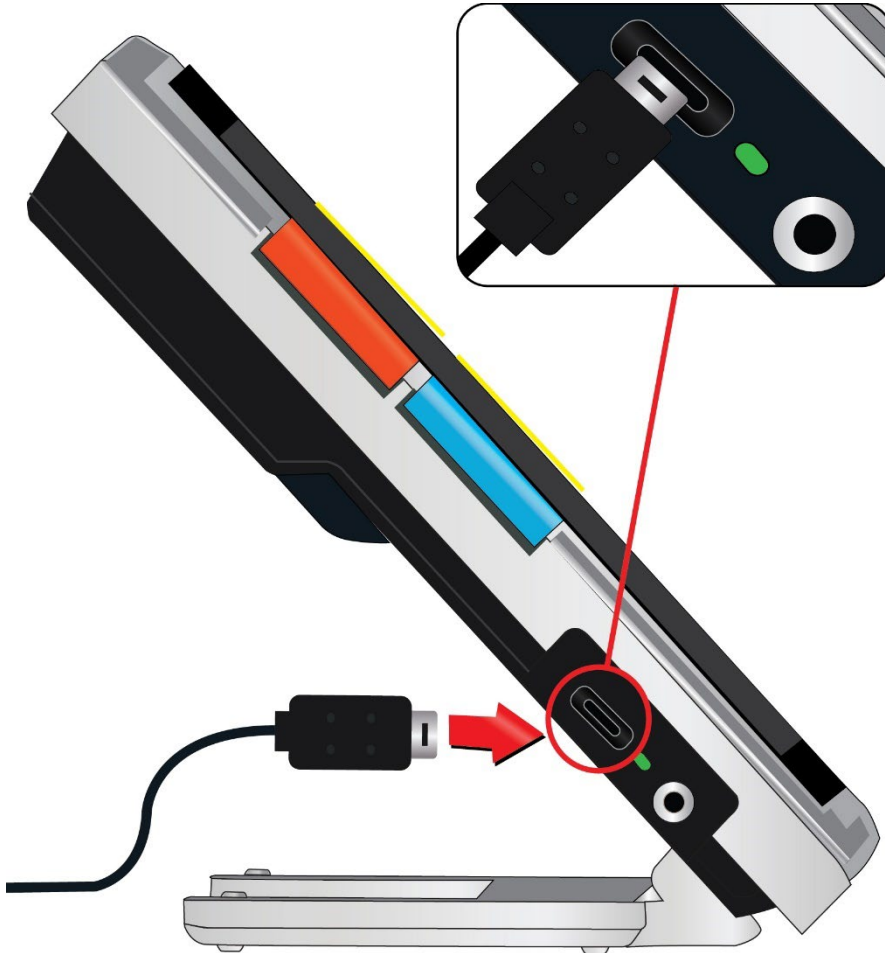
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- USB-C to USB-A power cable
- Information for Use (IFU) documents— *Amigo Setup and Use* and *Amigo Safety and Care*

## Connect the Power Supply

To connect the Amigo to the AC adapter/power supply:

1. Connect the tip of the included AC adapter/USB-C cable to the USB-C connector port.



2. Plug in the other end of the AC adapter/power supply to an available AC wall outlet.

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**Note:** A surge protector is recommended for protection during an electrical storm or other events that may cause an electrical surge.

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## ***International Orders***

International orders receive inserts for multiple outlet types.

### ***Install Insert***

To install the correct insert for your country:

1. Find the tab at the top of the insert.



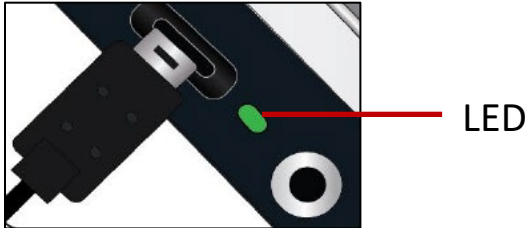
2. Push down until it clicks.
3. Plug into an outlet to begin charging.

## **Charge the Battery**




Fully charge the battery before first use. Wait until the battery charging status light is solid green to use the device. Your Amigo battery life is about 3.5 hours, depending on usage.

Amigo's rechargeable battery can be continuously charged, even while the unit is in operation. It is recommended that you charge the Amigo when its battery charge level drops below 40 percent of full. You cannot overcharge the battery.

## Status Light



An LED light next to the USB port indicates the device's charging status.

-  A blinking green light means the battery is charging.
-  A solid green light means the battery is fully charged and the charger is connected.
-  A blinking yellow light indicates a charging failure. If this occurs, confirm you are using the charger provided with your Amigo; if so, contact [Enhanced Vision technical support](#) for assistance. (See page ii.)

## Battery Symbol

A battery symbol on the bottom right of any menu screen indicates the remaining charge. As the battery is charged, the blocks are filled with each segment representing about 20% of the total charge capacity. A fully charged battery is represented by a solid block.

When charging, a lightning bolt displays to the left of the battery symbol.



If the battery is low and the device is not charging, the battery icon is flashed across the screen to inform you.

## Power On/Off



The orange Power button located on the top of the device is used to turn the device on/off or put it in Standby mode.

Mode	Action	Result
On	Press and release	Standby mode
On	Press 4 seconds	Powers off
Off	Press and release	Shows battery info while charging
Off	Press 2 seconds	Powers on
Standby	Press and release	Wakes device

### ***What to Expect When Powering On***

When you power on your Amigo:

1. The Amigo logo displays, indicating the device is starting up.
2. An animated splash screen with the Enhanced Vision logo and the Amigo logo displays.
3. Live view displays, showing the image currently seen by the camera.

### ***What to Expect When Powering Off***

When you power off your Amigo:

1. The message “Powering Down” displays.
2. The screen darkens and becomes blank.

## First-Run Setup Instructions

The first time you use Amigo, you will be asked to complete a short wizard to set default values. Use the button hints to make selections. (If you need additional directions, see [Menu View](#) on page 25.)

1. On the **Select Menu Language** screen, press the bottom yellow Zoom Out button to move down the list or Zoom In to move up. Highlight the language you want used to display the menus, screens, and messages. English is the default.
2. Press the blue Color Mode button to select the language and move to the next screen.
3. On the **Font Size** screen, press the Zoom buttons to highlight the text size you want in the menus. The number on the screen is the same size as the text that will be displayed.
4. Press the Color Mode button to select the text size and move to the next screen.

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**Note:** To display the previous screen, press the orange Snapshot button.

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5. On the **Select Date** screen, repeat these sub-steps to set the current month, day, and year:
  - a. Use the Zoom buttons to move up and down the column until you highlight the correct value.
  - b. Press the Color Mode button to select the highlighted value and move to the next column.
  - c. When you have selected a value in all three columns, the date is set for Amigo and the next screen displays.
6. On the **Select Time** screen, use the Zoom buttons to move up or down the left column of numbers. When the correct hour is highlighted, press the Color Mode button. If you select **10**, for example, the time is set at 10 o'clock.

### *Enhanced Vision*

7. In the next column of numbers, highlight the correct minutes after the hour and press the Color Mode button. If you select **52**, for example, the time would be set at 10:52.
8. In the third column, highlight **AM** or **PM** and press the Color Mode button. If you select **AM**, for example, the time would be set at 10:52 AM. You have completed the first-run instructions and are now in [Live view](#). See [Using the Amigo](#) on page 13 for basic instructions on viewing items.

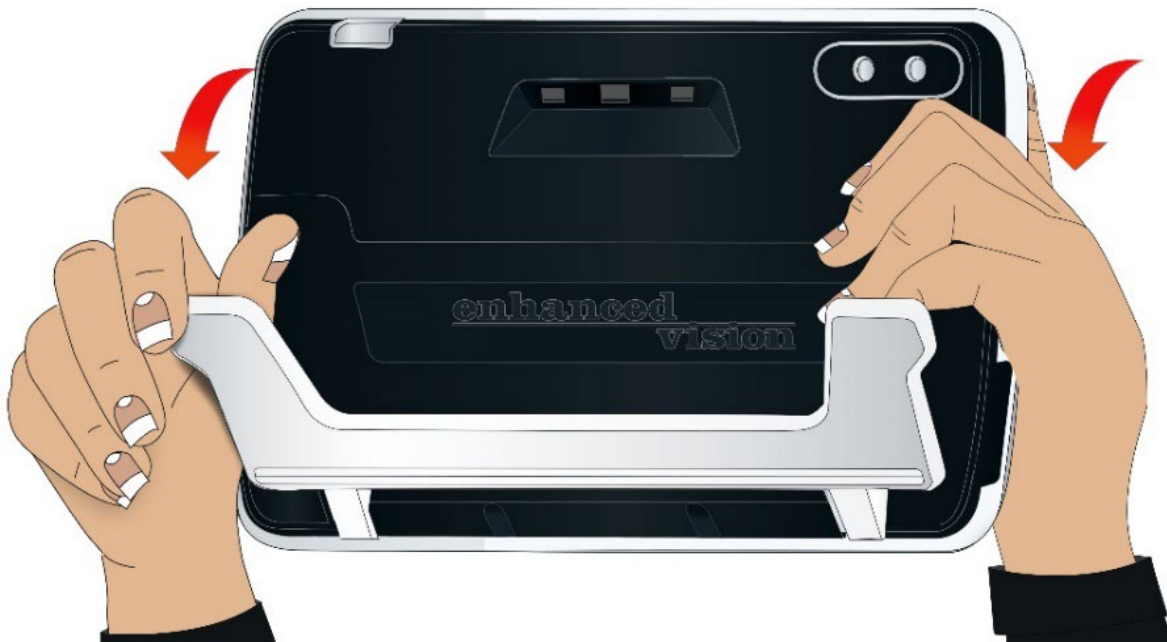
# Using the Amigo

Amigo can be used for many tasks whenever you need to magnify an image. You can hold it to check store labels, read restaurant menus, or magnify anything nearby.

When you extend the stand, you can read material directly beneath Amigo or you can write directly behind it. This section provides examples of Amigo's uses and describes how to open and close the stand.

## Open the Stand

To open the stand, place each hand on either side of the device and pull out the stand to extend it.



## Close the Stand

To close the stand, hold Amigo so the display faces you. Firmly hold the sides of the device while squeezing the legs into the body until they snap closed.

**Note:** When closing the stand, ensure your fingers are outside of the recessed area on the rear of the Amigo to reduce the risk of your fingers getting pinched.

## Reading

You can either read objects while holding the device or you can extend the stand and place the device on top of the reading material.

When you read with the stand extended, place the paper directly under the device on a stable, level surface. By default, an illumination LED on the back of the Amigo shines on the viewing area.



When you read, you can improve the visibility of the text being displayed by changing the color mode and level of magnification.

## Writing

To write, extend the stand and place the writing paper under the Amigo. Position the device so you can view your writing on the screen as you write.



## Distance Viewing

You can hold the Amigo to view objects a short distance away. The distance camera is ideal for spotting labels, price tags, or receipts while carrying the device.

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**Note:** You must close the stand to engage the second camera for distance viewing.

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## *Enhanced Vision*

You can also view signs in stores or on the street as you carry Amigo with you.



## Enhancing an Image

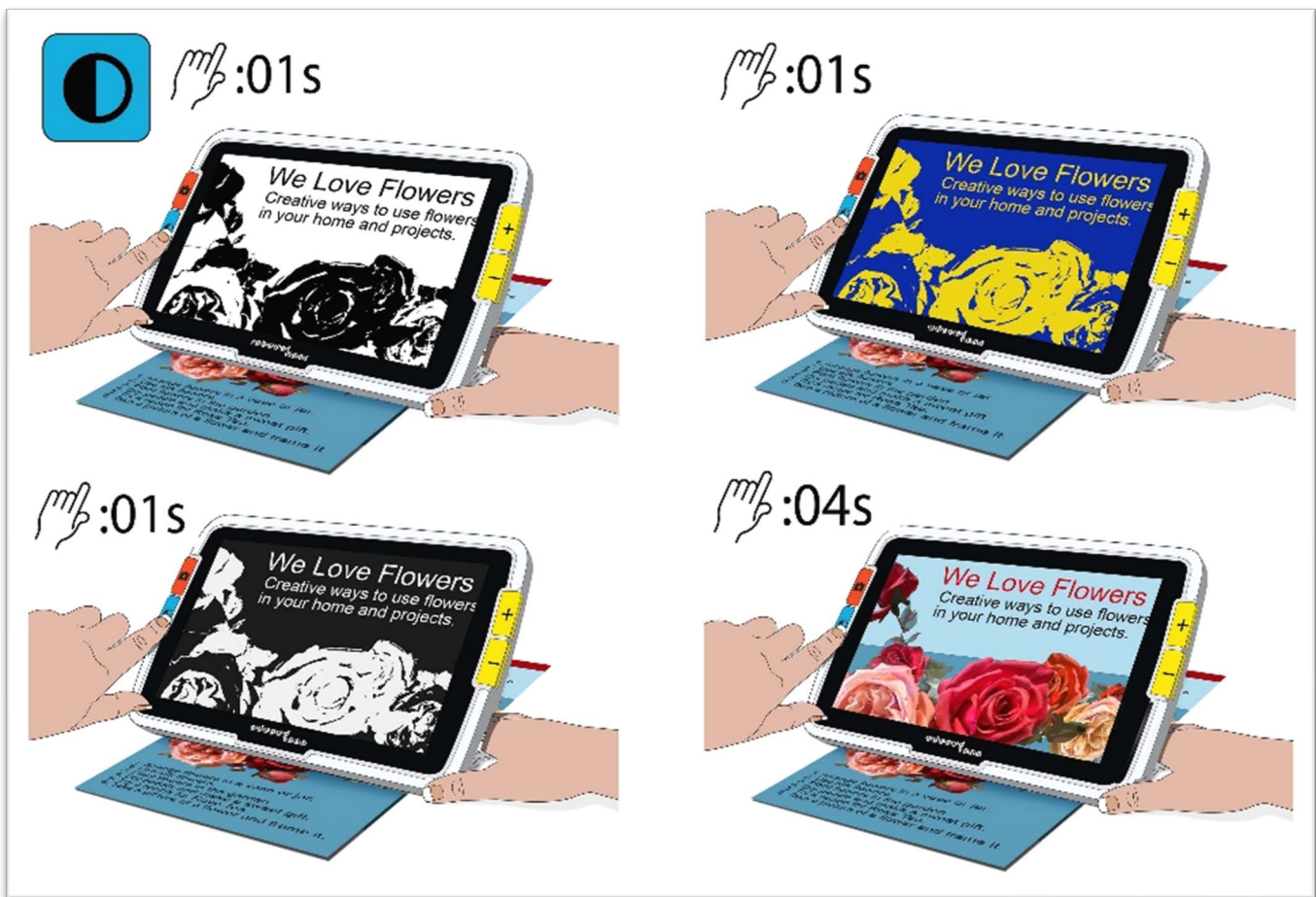
You can improve the display of an image by changing the magnification or color mode.

Press the Zoom In button to increase magnification or the Zoom Out button to decrease.

To change the color combination used to display the image on the screen, press the Color Mode button.

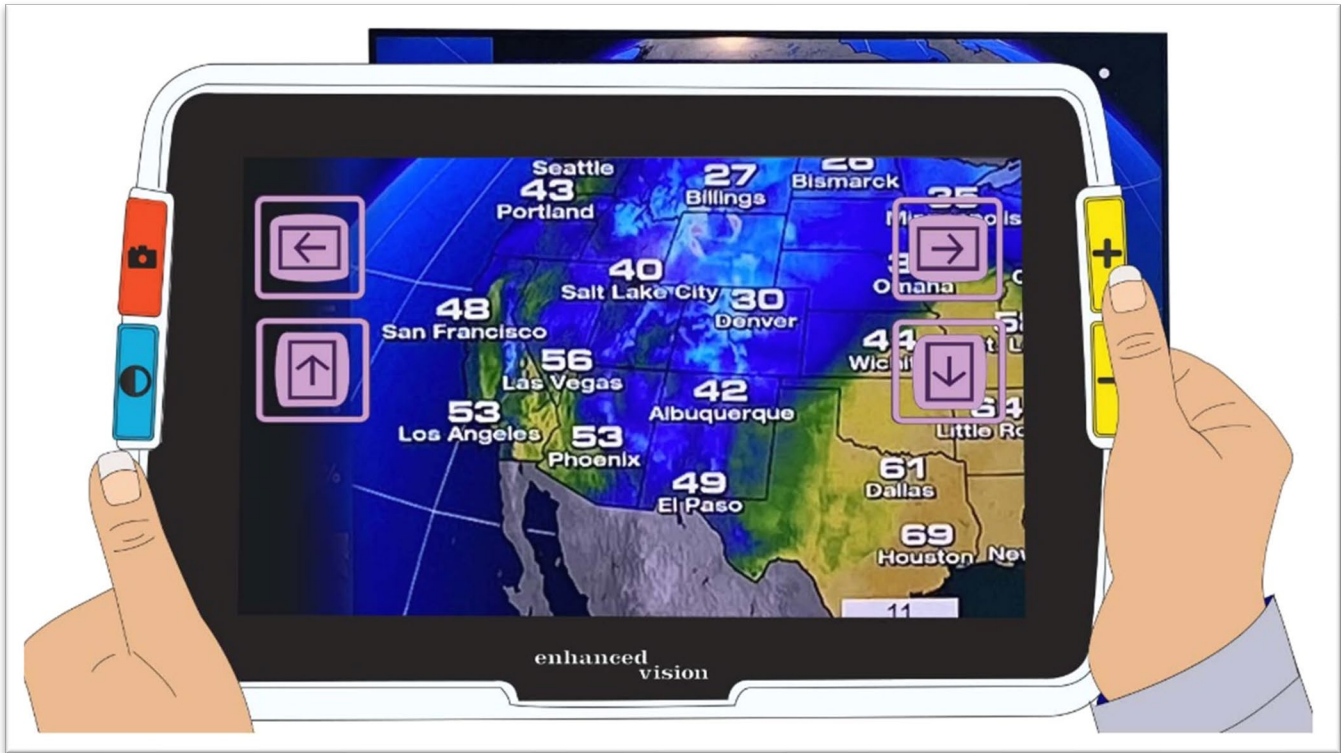
To freeze the image, press the orange Snapshot button. You can modify the snapshot just like you can modify the live image.

Using appearance features in the [menus](#), such as applying an [edge effect](#) or selecting a [color blindness filter](#), can additionally enhance the image.



## Enhanced Vision

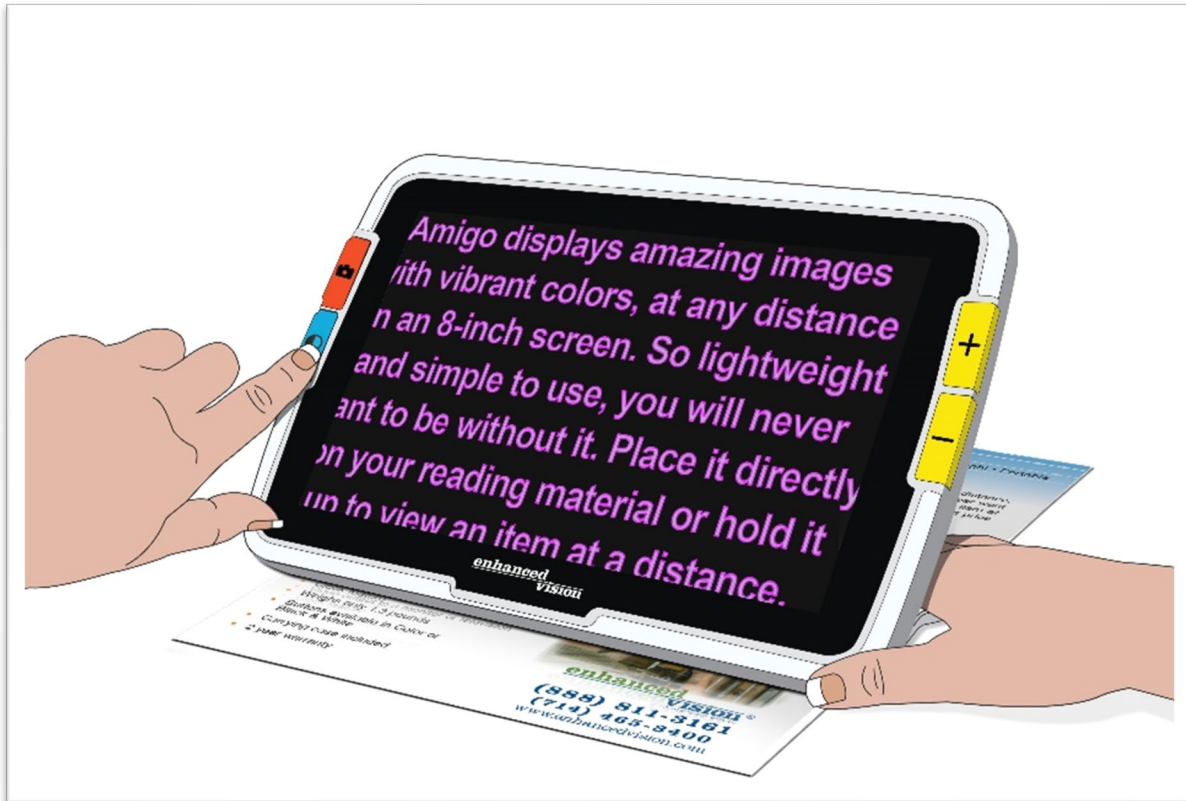
[Panning](#) is available in any Live or Snapshot view. Press and hold Zoom In + Zoom Out for 0.5 seconds to go to Panning mode.



# Changing Views

Button functionality is specific to Amigo's current view. You are either in Live view, Snapshot view, or Menu view. You can use Panning mode in either Live view or Snapshot view.

- **Live** view means the screen shows what the camera is currently viewing.



- **Snapshot** view is when you capture an image so it is frozen on the screen.
- **Menu** view is when you display the screens used to customize Amigo, its appearance, and how it operates. While in the menus, you can [dynamically change the system's font size](#) (see page 43).





## Live View

When Amigo is first powered on, you are in Live view. From Live view, you can move to Snapshot view by capturing an image, or to Menu view by opening the **Main Menu**.

[Panning mode](#) is available by pressing and holding Zoom In + Zoom Out for 0.5 seconds.

[Lights](#) can be turned on or off by pressing and holding Snapshot + Zoom In for 0.5 seconds.

In Live view, button presses result in the following actions:





Image	Color	Name	Action
	Orange	Snapshot	Press and release to auto-focus the camera. Press and hold 1 second to take a snapshot and go to Snapshot view.
	Blue	Color Mode	Press and release to rotate through configured color combinations. Press and hold 1 second or more to rotate backward. Press and hold for 4 seconds to display in true color (and turn off edge effects if set).
	Yellow	Zoom In	Press to increase magnification of the image on the screen.
	Yellow	Zoom Out	Press to decrease magnification of the image on the screen.

## Snapshot View

When you capture an image or display a saved image, you are in Snapshot view. To create a snapshot, press and hold the Snapshot button for 1 second.



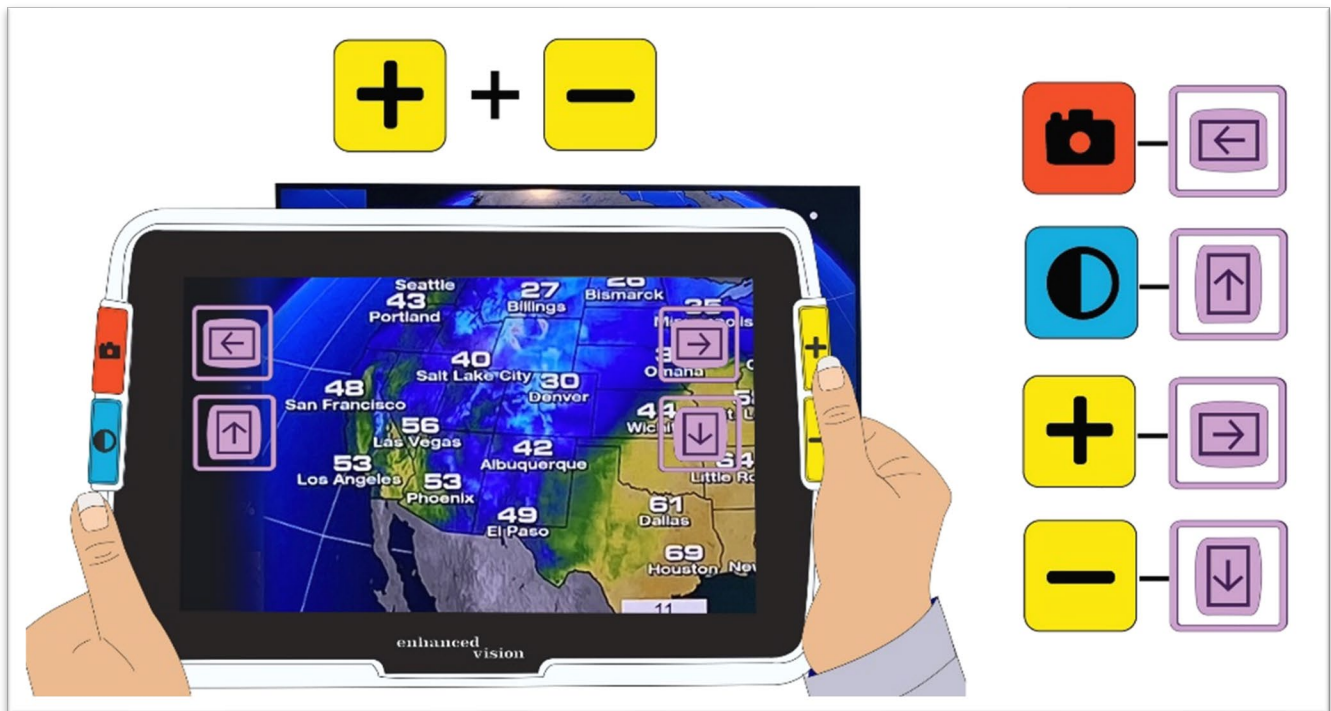
In Snapshot view, button presses result in these actions:

Image	Color	Name	Action
	Orange	Snapshot	Press to close the snapshot and return to Live view.
	Blue	Color Mode	Press to rotate through configured color combinations used to display the snapshot.  Press and hold 1 second or more to rotate backward.  Press and hold for 4 seconds to display in true color (and turn off edge effects if set).
	Yellow	Zoom In	Press to increase magnification.
	Yellow	Zoom Out	Press to decrease magnification.

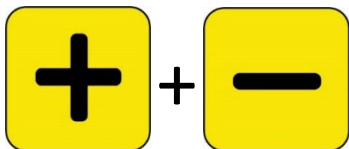
## Panning (Live View or Snapshot View)

Available in Live view or Snapshot view, panning enables you to view more of an image than is currently displayed on the screen. You can also pan when you open an image file from the **Image Gallery**.

In Live view and Snapshot view, you can pan to get a better look at the right, left, top, and bottom portions of the image.









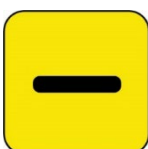

To pan an image, simultaneously press the yellow Zoom In and Zoom Out buttons and hold for 0.5 seconds. This same action, Zoom In + Zoom Out, returns you to Magnification mode.



Some panning options may be unavailable, depending on the magnification level being used. All options are available if you have zoomed in on the image.

The buttons that are available also depend on the position of the image while in Panning mode. If you pan to the top, for example, then the pan up button is no longer available.

A button hint is displayed next to each button to remind you of its purpose in Panning view. The actions resulting in each button press are defined in the following table.

Image	Color	Name & Hint	Action
	Orange	Snapshot 	Press and release to move left a bit at a time. Press and hold to move left as far as possible. Quickly double-click to move nearly a full screen left.
	Blue	Color Mode 	Press and release to move up a bit at a time. Press and hold to move up as far as possible. Quickly double-click to move nearly a full screen up.
	Yellow	Zoom In 	Press and release to move right a bit at a time. Press and hold to move right as far as possible. Quickly double-click to move nearly a full screen right.
	Yellow	Zoom Out 	Press and release to move down a bit at a time. Press and hold to move down as far as possible. Quickly double-click to move nearly a full screen down.

## Menu View

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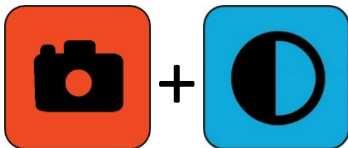
**Tip:** It is recommended that you read this section to familiarize yourself with Amigo before you begin customizing the device.

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Menu view is where you customize Amigo so the device best meets your needs. You can dynamically change the size of the words on the menu screens by going to Font mode. (While in Menu view, press and hold Zoom In + Zoom Out for 0.5 seconds to go to Font mode.)

### ***Display the Main Menu***

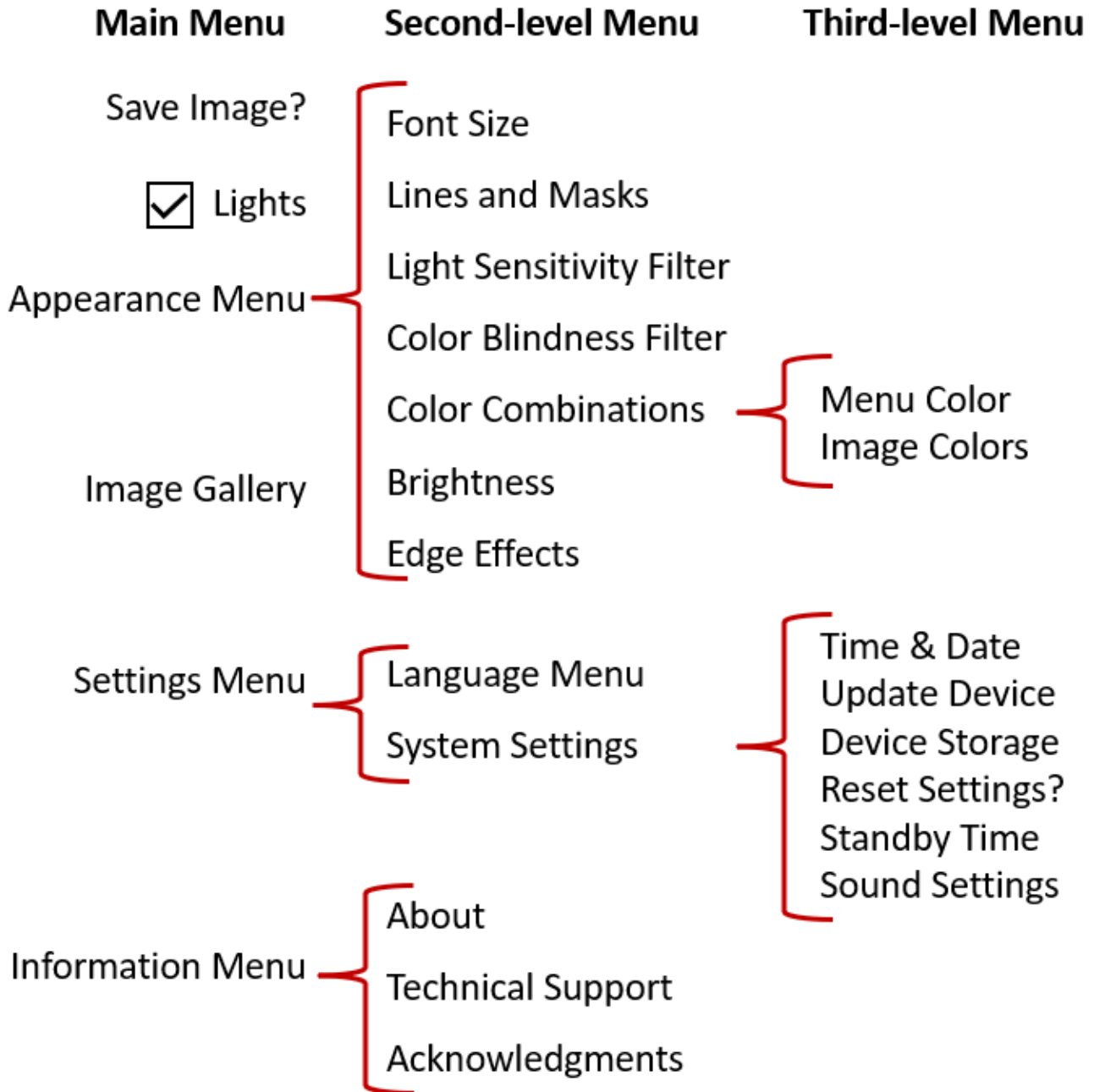
To display the Main Menu, simultaneously press and hold the orange Snapshot button and the blue Color Mode button for 0.5 seconds then release.



The simultaneous button press that is held for 0.5 seconds and released is called Snapshot + Color Mode throughout this book.

## Menu Structure

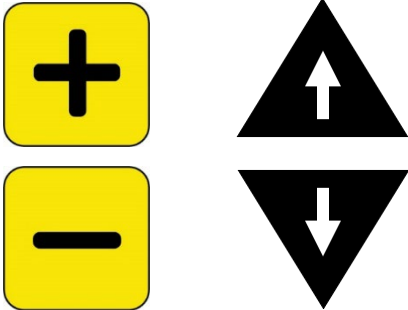
The **Main Menu** can include the options in the left column, while its sub-menus are shown in the middle and right columns.



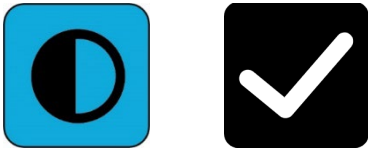
## Practice

Try these steps to familiarize yourself with the Main Menu, where you can customize the appearance of images and change device settings:

1. On the **Main Menu**, press the Zoom In button to go up one line at a time. Press the Zoom Out button to go down one line at a time. The highlighted item is selected.



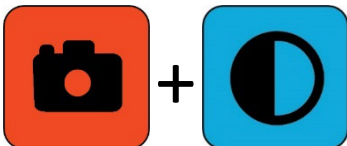
2. To enable a selection and move to the next screen, press the Color Mode button.



3. To move back to the previous screen or menu, press the Snapshot button. If you continue pressing the Snapshot button, you will back out of all menus and return to Live view.











4. Once you are finished making customizations, press and hold Snapshot + Color Mode for 0.5 seconds to return to Live view.



## Button Actions

A hint is displayed on the screen next to each button to remind you of its current function.

Button	Color	Name & Hint	Action
	Orange	Snapshot 	Press to return to the previous menu or screen. Any changed values are automatically saved when you leave the screen.
	Blue	Color Mode 	Press to select an item. For example, if you select the <b>Image Gallery</b> option and press the Color Mode button, the <b>Image Gallery</b> screen is displayed.
	Yellow	Zoom In 	Press to move up to the previous item.
	Yellow	Zoom Out 	Press to move down to the next item.

## Menu Options

The following options can be included on the **Main Menu**, depending on whether you enter Menu view from Live view or Snapshot view.

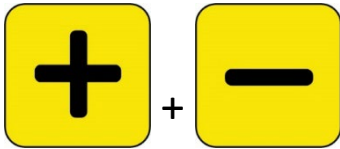
Option	Description
<b>Lights</b> checkbox	Turns lights on/off for the current camera when entering the <b>Main Menu</b> from Live view. The change is not immediate; it is enabled when you return to Live view. If you check <b>Lights</b> , the LEDs are illuminated after you leave the menus.
<b>Save Image?</b> option	After capturing a snapshot, selecting this option saves the current snapshot image as a JPG file in the <b>Image Gallery</b> . This option is only available from Snapshot view.
<b>Appear- ance Menu</b>	<p>Sets the options that affect the screen display:</p> <ul style="list-style-type: none"> <li>• <a href="#">Font size</a>: change the size of the text in the menus (page 42).</li> <li>• <a href="#">Lines and Masks</a>: available in Live view only, helps you to track your place on the screen page 45).</li> <li>• <a href="#">Light Sensitivity Filter</a>: reduce wavelengths associated with pain from light sensitivity (page 48).</li> <li>• <a href="#">Color Blindness Filter</a>: improve color differentiation and improve contrast for three types of color blindness (page 49).</li> <li>• <a href="#">Color Combinations</a>: set the menu colors and the set the image colors available when pressing the Color Mode button (page 50).</li> <li>• <a href="#">Brightness</a>: modify the brightness used in the screen display (page 52).</li> <li>• <a href="#">Edge Effects</a>: enhance edges in images and reduce clutter (page 53).</li> </ul>

Option	Description
<b>Image Gallery</b>	Lists <a href="#">saved snapshots</a> and enables you to open or delete them (page 36).
<b>Settings Menu</b>	<p>Provides two menus that control Amigo settings:</p> <p><b><a href="#">Language Menu</a></b>: determines the language used in the Amigo menu screens (page 60).</p> <p><b><a href="#">System Settings</a></b>: offers these options (page 60):</p> <ul style="list-style-type: none"> <li>• Set the <a href="#">time and date</a> (page 60).</li> <li>• <a href="#">Update the device</a> with new software (page 65).</li> <li>• Determine available amount of <a href="#">device storage</a> (page 57).</li> <li>• <a href="#">Reset all settings</a> to the factory defaults (page 62).</li> <li>• Set the <a href="#">standby time</a> (page 63).</li> <li>• Set the <a href="#">volume</a> (page 64).</li> </ul>
<b>Information Menu</b>	<p>Displays the Information Menu, which has three options:</p> <ul style="list-style-type: none"> <li>• <b><a href="#">About</a></b>: software versions and product serial number (page 71).</li> <li>• <b><a href="#">Technical Support</a></b>: export file to email to support if needed (page 69).</li> <li>• <b><a href="#">Acknowledgements</a></b>: patents, trademarks, and third-party licenses (page 71).</li> </ul>

## Font Mode

To dynamically change the font size used in the menu screens while you are in Menu view:

1. Press and hold Snapshot + Color Mode for 0.5 seconds to display the **Main Menu**.
2. Simultaneously press and hold the Zoom In and Zoom Out buttons for 0.5 seconds to go to Font mode.

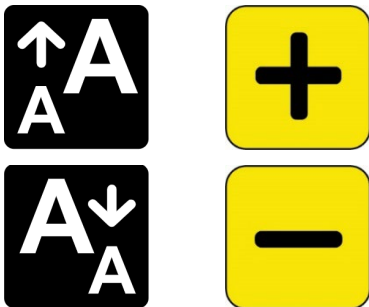


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**Note:** The simultaneous button press is called Zoom In + Zoom Out throughout this book.

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3. Press the Zoom In button to increase the font size and the Zoom Out button to decrease it.



4. When you are satisfied with the font size, press and hold Zoom In + Zoom Out for 0.5 seconds to exit Font mode. The new font size is immediately applied.




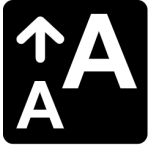


---

**Tip:** You must exit Font mode to continue using your Amigo for any function other than setting the text size in the menus.

---

A hint is displayed on the screen next to each button to remind you of its current function. In Font mode, only the Zoom In and Out buttons are available.

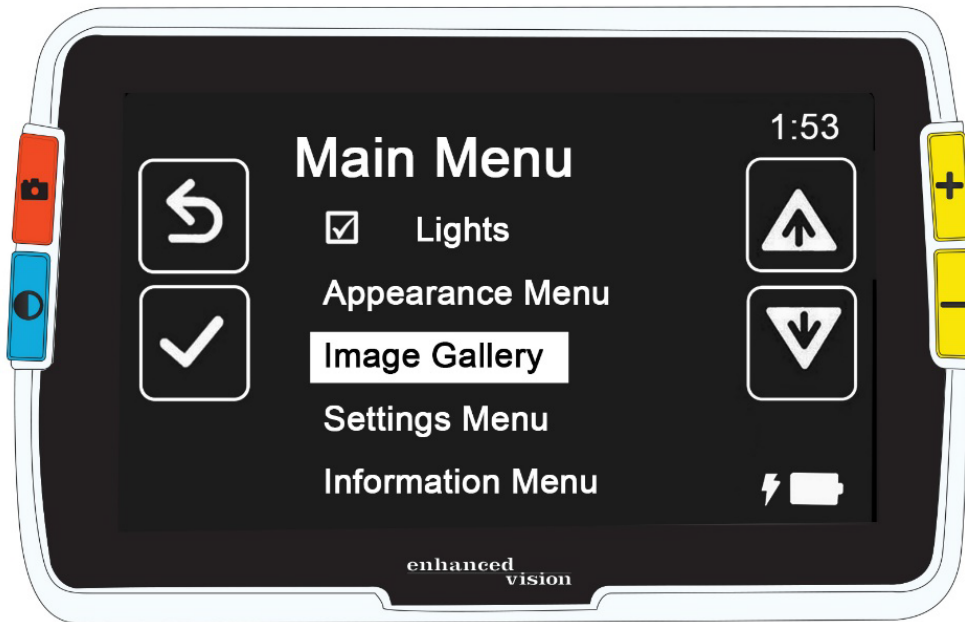
### *Enhanced Vision*

Image	Color	Name & Hint	Action
	Orange	Snapshot	Unavailable
	Blue	Color Mode	Unavailable
	Yellow	Zoom In 	Press to increase the font size.
	Yellow	Zoom Out 	Press to decrease the font size.

## Time and Battery Status

The time is displayed in the upper-right corner of the menu, while the battery status is displayed in the bottom right. The lightning bolt means that the Amigo is currently charging.

Neither the time nor battery status are affected by a change to the font size.

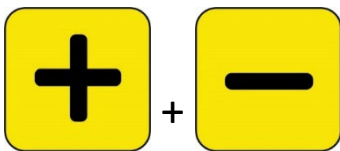


# Saving and Modifying Images

If you have a live image that you want to reference in the future, you should save it as a snapshot. Once you save it, you can open it from the **Image Gallery**.

You can modify a snapshot just like you modify a live image. You can magnify it, change the color, or add edge effects. Changes are effective immediately, so when you close the snapshot by pressing the Snapshot button, all modifications are saved.

Before or after you take a snapshot, you can use Panning mode to move the view right, left, up, or down. Go to [Panning mode](#) by pressing and holding Zoom In + Zoom Out for 0.5 seconds. See page 23 for details on panning.



---

**Note:** If you run out of space to save more files on the Amigo, see [Managing Files](#) on page 57. You can delete one file at a time or all files at once. Before deleting a file, you can optionally copy it to another device, such as a computer, using the USB-C to USB-A power cable.

---

## Before You Take a Snapshot

You can use the blue [Color Mode](#) button and the yellow [Zoom](#) buttons in Live view to change the appearance of an image before you take a snapshot. You may want to use snapshots to temporarily view objects and choose not to save them.

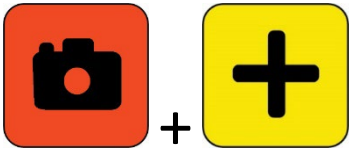
---

**Note:** If you save the snapshot and open it from the [Image Gallery](#), it will display in true color.

---

You can also [pan](#) the image by pressing and holding Zoom In + Zoom Out for 0.5 seconds. To return to regular Magnification mode, press Zoom In + Zoom Out for 0.5 seconds again.

To turn the [lights](#) on or off in Live view, press and hold Snapshot + Zoom In for 0.5 seconds.



## Take a Snapshot

When you are ready to freeze the image on the screen, press and hold the orange Snapshot button for 1 sec.



A camera icon displays during processing, then the camera shutter sound is heard once the snapshot has been captured.



Until you hear the shutter sound, keep the camera steady. Movement can blur the image.

Once you take a snapshot, you can save it or modify it, changing the colors, magnification, and other features available through the [Appearance Menu](#) (page 42). You can also modify a saved snapshot while it is open and being viewed.

---

**Note:** Any color mode changes applied to a snapshot are not stored with the saved image. When you view an image from the gallery, it is displayed in true color.

---

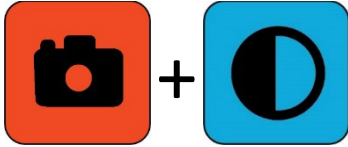
[Panning mode](#) (page 23) is available whether you are viewing a live image or a snapshot.

To return to Live view, you must close the snapshot by pressing the Snapshot button.

## Save a Snapshot

To save the image currently on the screen:

1. Press and hold Snapshot + Color Mode for 0.5 seconds to display the **Main Menu**.



2. Press the blue Color Mode button to select the **Save Image?** option. The Save icon is displayed, and after a brief pause, **File saved** is displayed.



3. Press the blue Color Mode button. The Main Menu is displayed.
4. Press the orange Snapshot button to exit the Main Menu. You are now in Snapshot view.
5. When you are done reviewing your snapshot, press the orange Snapshot button to close the snapshot and return to Live view.

## Snapshot Summary

The following graphical steps show taking a snapshot, displaying the **Main Menu**, selecting **Save Image?**, and saving the snapshot.

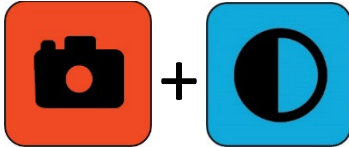
## Enhanced Vision



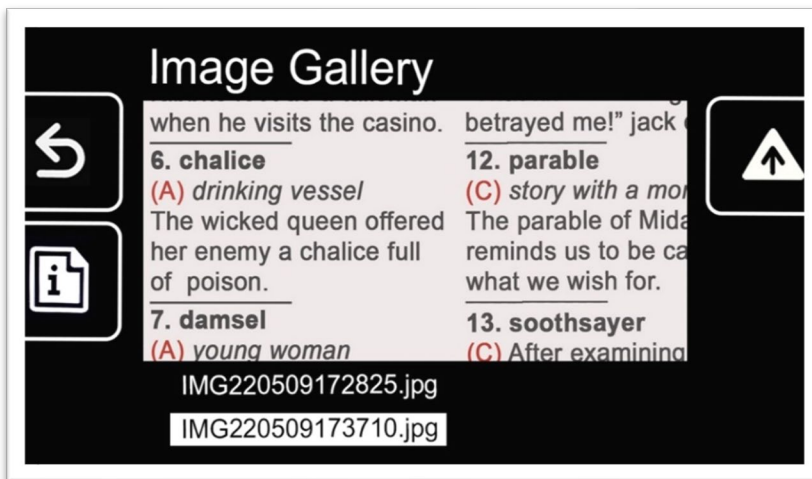
## Display a Saved Snapshot

To display a saved image:

1. Press and hold Snapshot + Color Mode for 0.5 seconds to display the Main Menu.



2. Press the yellow Zoom Out button twice to highlight the **Image Gallery** option. The **Image Gallery** screen is displayed.



3. Use the Zoom buttons to highlight the name of the image you want to view. A small image of each snapshot is displayed when you highlight its name.

---

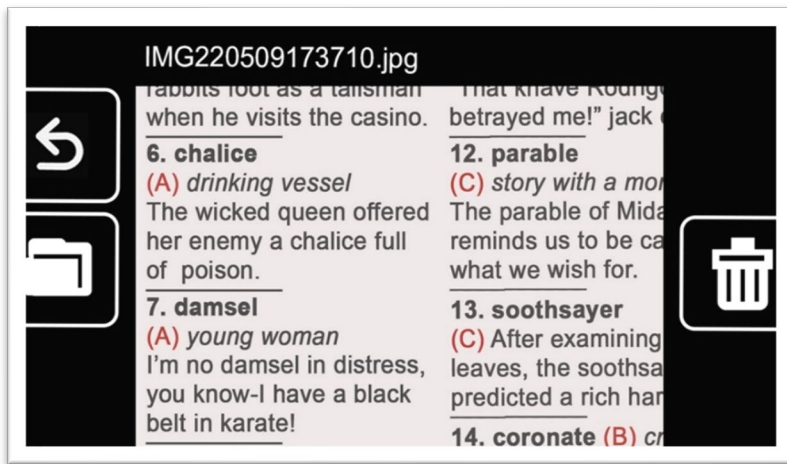
**Note:** The system file name cannot be changed.

---

4. Press the blue Color Mode button to display the File Information screen.



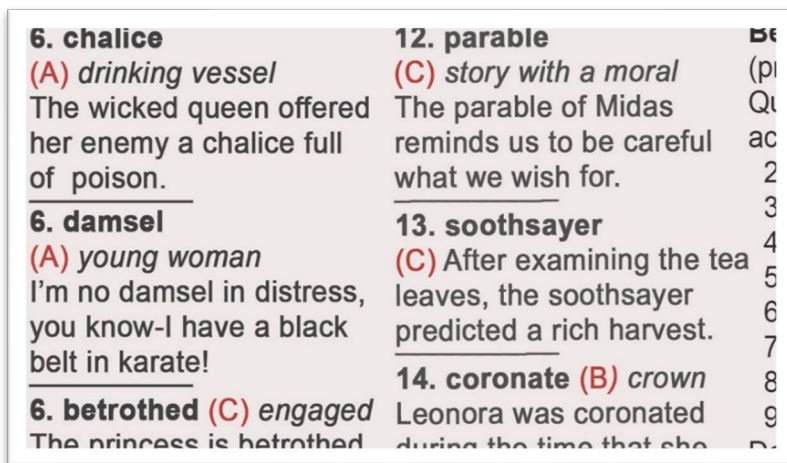
The name of the image is shown as the screen title.



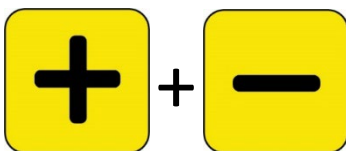
5. Press the blue Color Mode button to open the file.



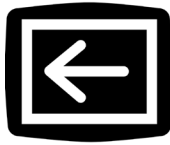
The message “Opening document” is shown until the file is displayed using the entire screen.



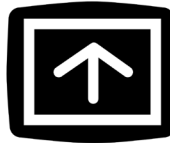
6. If desired, view more of the image using panning. Press and hold Zoom In + Zoom Out for 0.5 seconds to enter Panning mode.



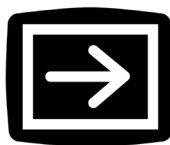
Use all four buttons to pan around the image. A small icon next to each button reminds you of each button's purpose. (See [Panning](#) on page 23 for details.)



Pan left



Pan up



Pan right



Pan down

7. If desired, [modify the saved snapshot](#). See the next section.
8. Press and hold Zoom In + Zoom Out for 0.5 seconds to leave Panning mode and return to normal functionality.
9. Press the Snapshot button to close the image and return to Live view.

## Modify a Saved Snapshot

---

**Note:** Modifications to a saved images are applied only while you have the image open and viewing it. The image reverts to true color when you close it.

---

To modify a saved image while viewing it:

1. [Display a saved image](#). Follow the steps in the previous section.
2. Change the colors used to display the image by pressing the blue Color Mode button. Continue pressing the button to rotate through the available color combinations.

---

**Note:** To reset the image to true color (and lose edge effects if set), press and hold the Color Mode button for 4 seconds, then release it.

---

3. Change the magnification of the image by pressing the yellow Zoom buttons.
4. Change any other values that would enhance the quality of the image.
  - To add another [color combination](#) to the Color Mode rotation, see page 50.
  - To adjust for [color blindness](#), see page 49. This value is set for all images until you change it again in the menus.
  - To add a [light sensitivity filter](#), see page 48. This value is set for all images until you change it again in the menus.
  - To raise or lower the amount of light used in displaying the Amigo screen, see [brightness](#) on page 52. This value is set until you change it again in the menus.
  - To add [edge effects](#), see page 53. This value is set for all images until you change it again in the menus or press and hold the Color Mode button for 4 seconds (which also displays the image in true color).
5. When you are done viewing the image, press the Snapshot button to close it and return to Live view.

# Customizing Appearance

Amigo enables you to customize the screen's appearance so it is right for your vision. When you change a visual property, the effect is immediate; you can judge whether the modification works for you while you are still in the menu.

On the **Appearance Menu**, you can use these options to change the visual properties of the image on the screen:

- [Font Size](#)
- [Lines and Masks](#)
- [Light Sensitivity Filter](#)
- [Color Blindness Filter](#)
- [Color Combinations](#)
- [Brightness](#)
- [Edge Effects](#)

---

**Note:** See [Menu View](#) on page 25 for basic instructions on navigating around the menus.

---

All options on the **Appearance** menu are available in both Live view and Snapshot view, apart from Lines and Masks, which are only available in Live view. The available edge effects depend on the current color mode.

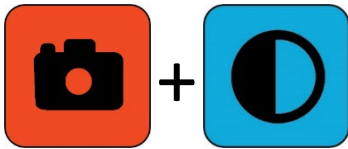
## Font Size

You can change the font size immediately while working in the menus or you can change the default using the **Appearance Menu**.

## Change Font Size Dynamically

From anywhere in the menus, you can change the font size. Detailed steps are provided after the following summary.

1. Press and hold Snapshot + Color Mode for 0.5 seconds to display the **Main Menu**.



2. From anywhere in the Menu view, press and hold Zoom In + Zoom Out for 0.5 seconds to go to the Font mode. Two **Font Size** icons display on the right side of the screen.



1



+



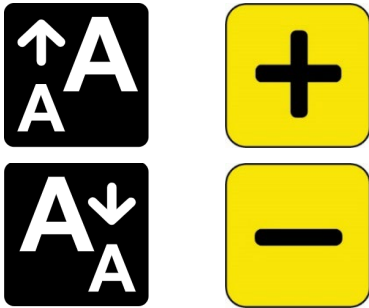
2



+



3. Press the Zoom In button to increase the font size or the Zoom Out button to decrease it.



---

**Tip:** You can press repeatedly on the button or hold it down to quickly increase or decrease the size.

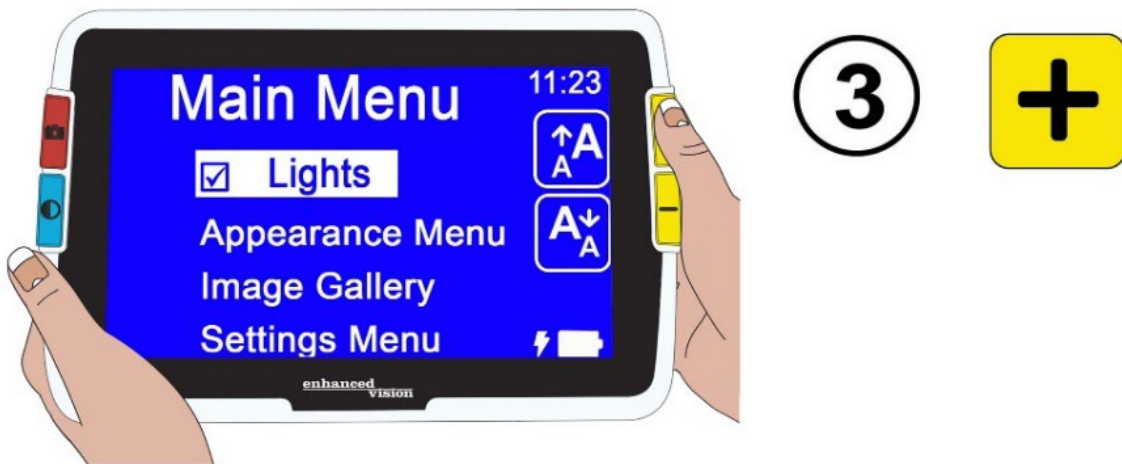
---

4. When you are satisfied with the font size, press and hold Zoom In + Zoom Out for 0.5 seconds to return to Menu view.

---

**Note:** You cannot continue working until you exit Font mode.

---



## ***Change Font Size Default***

Alternately, change the default font size using these directions:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Appearance Menu > Font Size**.
2. On the **Font Size** screen, press the Zoom In button to go up or the Zoom Out button to go down. Highlight the size of font you want used in the menus. The true size is shown on the screen. You can select from 24-point to 72-point Sans Serif type. The default is 28-point.

24-point font

Default 28-point font

72-point font

3. The highlighted font size is set when you leave the screen. Either press the Snapshot button to return to the previous menu, or press and hold Snapshot + Color Mode for 0.5 seconds to go to Live view.

## **Lines and Masks**

Using lines or masks can help you keep your place on the screen. If you select **line**, then a line is displayed across the screen. Selecting **mask** means that only a portion of the screen is visible, while the rest is masked by solid blocks.

The currently selected color mode determines the color of the line or mask. If the color mode is black on white, for example, black is the color of the line or mask. If you change the color mode to yellow on blue, then the line or mask would be yellow.

You determine whether a line, a mask, or neither is displayed by following the steps below. The subsequent procedures explain how to set the placement of the line and the width of the masks.

To display a line or masks:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Appearance Menu > Lines and Masks**. The **Select Lines and Masks** option is highlighted.
2. Press the Color Mode button. The **Lines and Masks** screen displays three radio buttons.

---

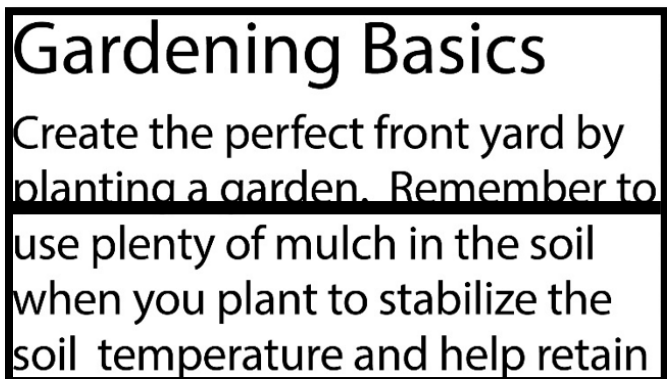
**Note:** The default is **No Lines or Masks**.

---

3. Press the Zoom buttons to highlight the option you want: **Line**, **Mask**, or **No Lines and Masks**.
4. Press the Color Mode button to apply the option.
5. Optionally, press the Snapshot button to return to the previous screen. See [Set Line Position](#) or [Set Mask Size](#) on the following pages to change the default line placement (middle) or default mask width (small).
6. Press and hold Snapshot + Color Mode for 0.5 seconds to display Live view, which immediately displays with a line or masks if set.

## ***Set Line Position***

By default, the center of the screen is where the line appears. The color of the line is determined by the current color mode. The following example is black on white.



To display the line at the top or bottom of the screen:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Appearance Menu > Lines and Masks**.

2. Press the Zoom Out button to highlight the **Select Line Position** option.
3. Press the Color Mode button to display the **Select Line Position** screen.
4. Use the Zoom buttons to highlight the **Top**, **Middle**, or **Bottom** option, which controls where the line will appear on the screen.
5. Press the Color Mode button to set the value. A line will now display in Live view until you return to this menu and change the option.

---

**Note:** The line color reflects the current color mode.

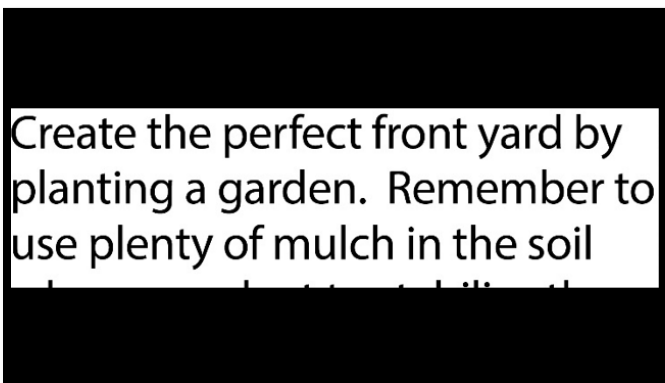
---

6. Either press the Snapshot button to return to the previous screen or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## ***Set Mask Size***

When you use masks, Live view displays in the center of the screen and the horizontal bottom and top of the screen are masked.

The height of the masks is determined by the size you select. Selecting **Small** means a smaller viewing area where more of the view is masked, and **Large** means a larger viewing area where less is masked. **Small** is the default.



To display a larger or smaller portion of Live view while masking the screen above and below it:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Appearance Menu > Lines and Masks**.
2. Press the Zoom Out button twice to highlight the **Select Mask Size** option.

3. Press the Color Mode button to display the **Select Mask Size** screen.
4. Use the Zoom buttons to highlight **Small**, **Medium** or **Large**, which indicates the area of the screen that is displayed. The viewing area is in the middle of the screen with masks above and below it.

---

**Note:** The mask color reflects the foreground of the current color mode.

---

5. Press the Color Mode button to set the value. Masks will now display in Live view until you return to this menu and change the option.
6. Either press the Snapshot button to return to the previous screen or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

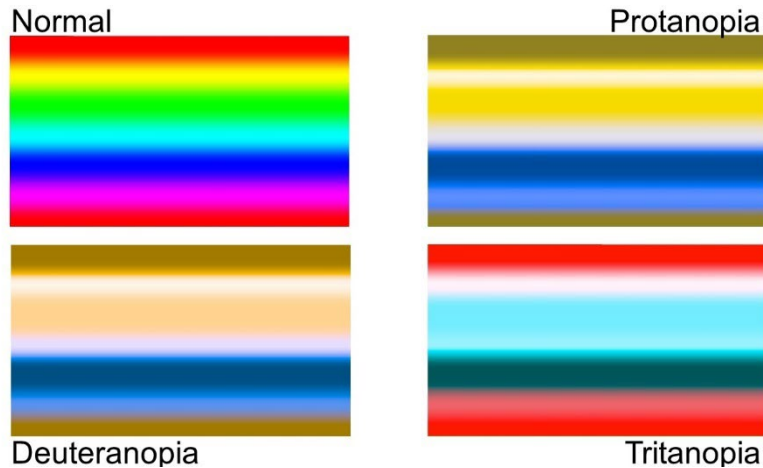
## Light Sensitivity Filter

Amigo attempts to maximize comfort during long-term use by minimizing discomfort from light sensitivity. This feature reduces the wavelengths of light associated with this discomfort. It is designed to achieve comfort while maintaining acceptable luminance and contrast levels. Although every eye condition may benefit from this feature, it is highly recommended for macular degeneration and retinitis pigmentosa.

To enable this feature:

1. Go to **Main Menu > Appearance Menu**.
2. Press the Zoom Out button until you highlight the **Light Sensitivity Filter** option.
3. Press the Color Mode button to place a checkmark next to the **Light Sensitivity Filter** option. The result, with more muted colors and less intensity, is immediately displayed.
4. Change other menu settings as desired or press the Snapshot button to display the Live view.

## Color Blindness Filter



The Amigo color blindness enhancements assist with color differentiation, improving contrast for:

- Protanopia (color blindness to red)
- Deuteranopia (color blindness to green)
- Tritanopia (color blindness to blue)

To use the color blindness feature:

1. Go to **Main Menu > Appearance Menu**.
2. Press the Zoom Out button until you highlight the **Color Blindness Filter** option.
3. Press the Color Mode button to display the **Color Blindness Filter** screen. This screen gives you a choice of three colored boxes, each with gray on the right side. If any of the boxes appear solid gray, press the Zoom Out button until you highlight it. If not, then leave the default, which is **No Filter**.
  - Protanopia is detected by placing a blue box next to a gray one.
  - Deuteranopia is detected by placing a green box next to a gray one.
  - Tritanopia is detected by placing a yellow box next to a gray one.
4. Press the Color Mode button to select the highlighted option.

5. Either press the Snapshot button to return to the previous menu or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## Color Combinations

Using the **Color Theme** menu, you can set the two-color combination used to display menus and screens, and separately set the rotation of color combinations available while viewing images.

The following two-color combinations can be used in displaying both menus and images. When referenced, foreground is mentioned first. For example, white on black means white text on a black page.

Foreground	Background
White	Black
Black	White
Dark Yellow	Black
Black	Dark Yellow
Yellow	Blue
Blue	Yellow
Green	Black
Black	Green
Blue	Black
Black	Blue
Red	Black
Black	Red
Amber	Black
Black	Amber
Violet	Black
Black	Violet

Foreground	Background
White	Blue
Blue	White
White	Red
Red	White
Light Blue	Black
Black	Light Blue

## ***Menu Color***

You select one two-color combination to display the menus, screens, and messages.

1. Go to **Main Menu > Appearance Menu > Color Combinations > Menu Color**.
2. On the **Color Theme** screen, press the Zoom buttons to highlight the color combination used to display the Menu view.
3. Press the Color Mode button. The result is immediately displayed.
4. When satisfied with the menu colors, press the Snapshot button to return to the previous menu or press and hold Snapshot + Color Mode for 0.5 seconds to display the Live view.

## ***Image Colors***

Amigo dynamically adjusts the contrast in distinct parts of the image to improve the viewing experience. Dynamic contrast is automatically set when using a two-color combination or dynamic contrast true color (Enhanced Color).

---

**Note:** Two true color modes are available, without dynamic contrast (true color) and with dynamic contrast (Enhanced Color). You can select the mode you prefer based on the object you are viewing, assuming Enhanced Color is selected on the Color Modes screen.

---

You can specify the rotation of color combinations used to view images in Live view or Snapshot view. In addition to the two-color combinations listed previously, Enhanced Color and Grayscale are available for images. Enhanced Color is true color with dynamic contrast. Grayscale does not have dynamic contrast.

Select each color combination you want in the rotation by following these steps:

1. Go to **Main Menu > Appearance Menu > Color Combinations > Image Colors**.
2. On the **Color Modes** screen, press the Zoom In button for up or the Zoom Out button for down to highlight the color combination you want in the rotation.
3. Press the Color Mode button to display a checkmark next to the color combination you want in the rotation.

---

**Note:** True color is always available in the rotation of colors so it is not included in the list.

---

4. Repeat the previous step until you have set all colors to be included in the rotation.
5. When satisfied with the available color choices, press the Snapshot button to return to the previous menu or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## ***True Color Shortcut***

In Live view or Snapshot view, press and hold the blue Color Mode button for 4 seconds to display the image in true color. This shortcut also returns edge effects and brightness to their default values.

## **Brightness**

To raise or lower the amount of light used in displaying the Amigo screen:

1. Go to **Main Menu > Appearance > Brightness**.

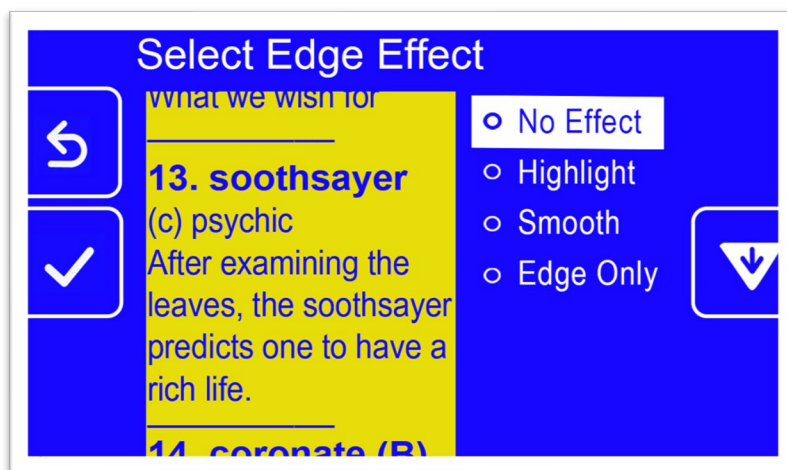
2. On the **Set Brightness** screen, press the Zoom Out button to lower the brightness. To raise it, press the Zoom In button. Values between **10** and **100** are available in 10 percent increments, where 10 is the darkest and 100 is the brightest.
3. When satisfied with the screen brightness, press the Snapshot button to return to the previous menu, or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## Edge Effects

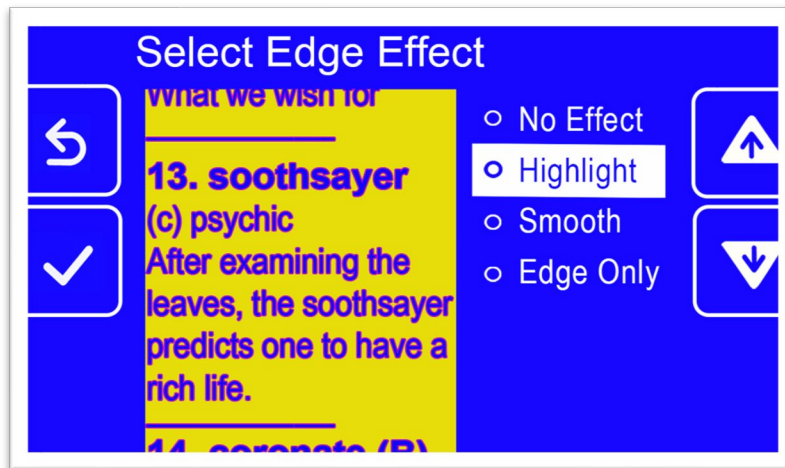
Amigo helps you recognize objects by removing clutter and enhancing edges. Objects stand out against the background in images.

To use this feature:

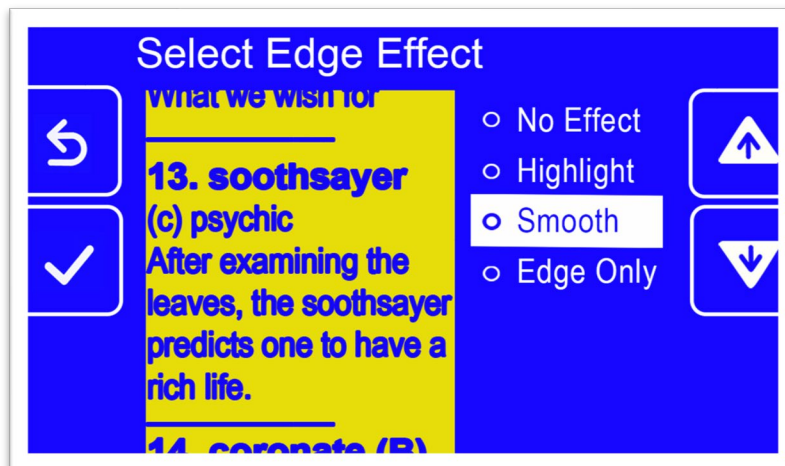
1. Go to **Main Menu > Appearance > Edge Effects > Select Edge Effect** to display the **Select Edge Effect** screen.
2. If you are using a two-color combination, go to 2a. If using the Enhanced Color or Grayscale color mode, go to 2b.
  - a. If using any two-color background and foreground combination, use the Zoom buttons to highlight one of the following:
    - **No Effect**, which makes no changes



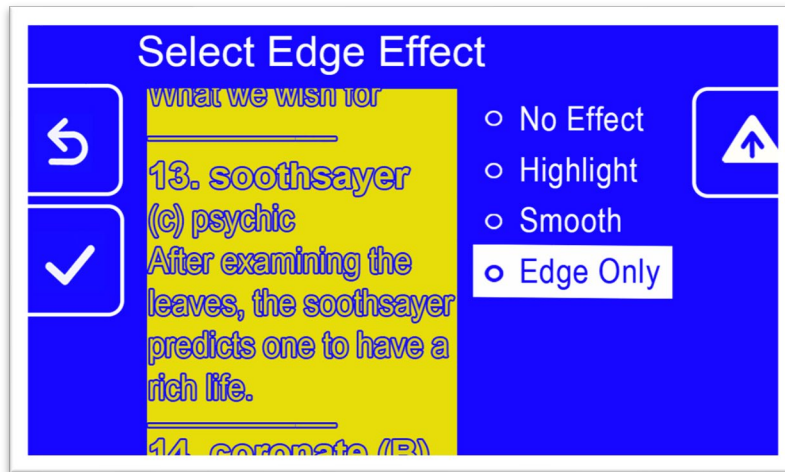
- **Highlight**, which highlights the edges of objects



- **Smooth**, which reduces visual noise in high contrast modes

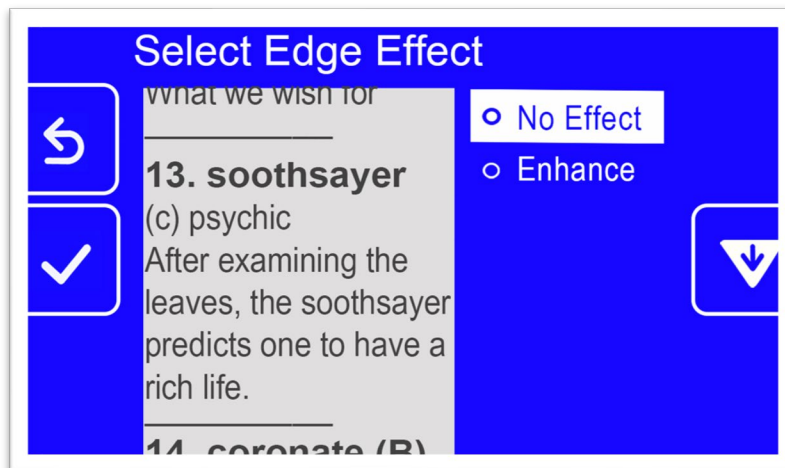


- **Edge Only**, which removes colors to display only the lines and edges of objects

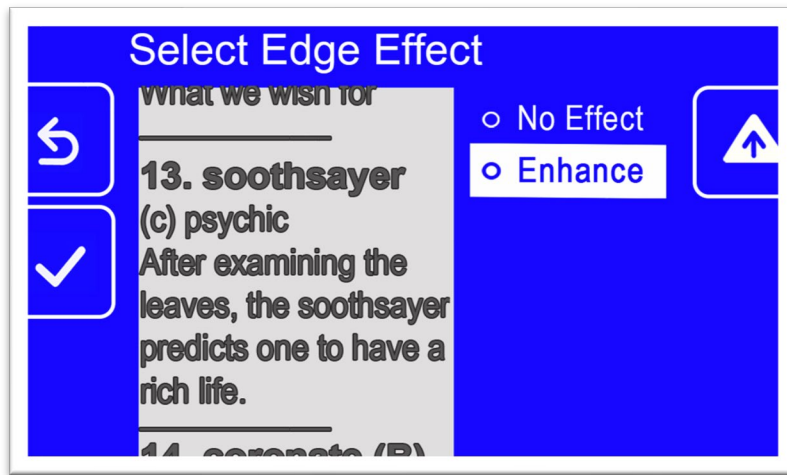


- b. If using true color or grayscale, use the Zoom buttons to highlight one of the following:

- **No Effect**, which makes no changes



- **Enhance**, which improves the contrast in images



3. Press the Color Mode button to select the highlighted option, and the result is immediately applied.

---

**Note:** The edge effect is applied until you return to this screen and change the selection. Also, edge effects are removed if you press and hold the Color Mode button for 4 seconds to display the image in true color.

---

4. When satisfied with the edge effect, press the Snapshot button to return to the previous menu, or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

# Managing Files

This section explains how to ensure the system does not run out of room to save snapshots.

You can check the current availability space, then remove one file at a time or all files at once to ensure you always have space for new images.

Before deleting files to make room on the system, you can copy them to a USB drive to keep them offline or use the USB-C to USB-A power cable to store them on another device such as a computer.

## Checking Available Storage

To find out how much room is available on your Amigo, go to **Main Menu > Settings Menu > System Settings > Device Storage**. The maximum storage available is 40 GB.

## Deleting Files



If Amigo's memory is full, an error message will display when you attempt to take a snapshot. You must delete some files before saving new ones. You can either delete one file at a time or all of them at once.

If you need to save your files, you can copy them onto another device.

---

**Note:** You cannot delete an open file. To close a saved image being viewed, press the Snapshot button.

---

## **Delete a Single File**

To delete a single file:

1. Go to **Main Menu > Image Gallery**.
2. Use the Zoom buttons to highlight the name of the image you want to delete.
3. Press the blue Color Mode button to display the File Information screen. The name of the image is shown as the screen title.



4. Press the Zoom Out button to delete the image. The **Delete File** confirmation message displays.
5. Press the Zoom Out button to highlight **Yes**.
6. Press the Color Mode button to confirm deletion of the file. The “File deleted” message displays.
7. Press the Color Mode button to return to the **Image Gallery** screen.

## **Delete All Files**

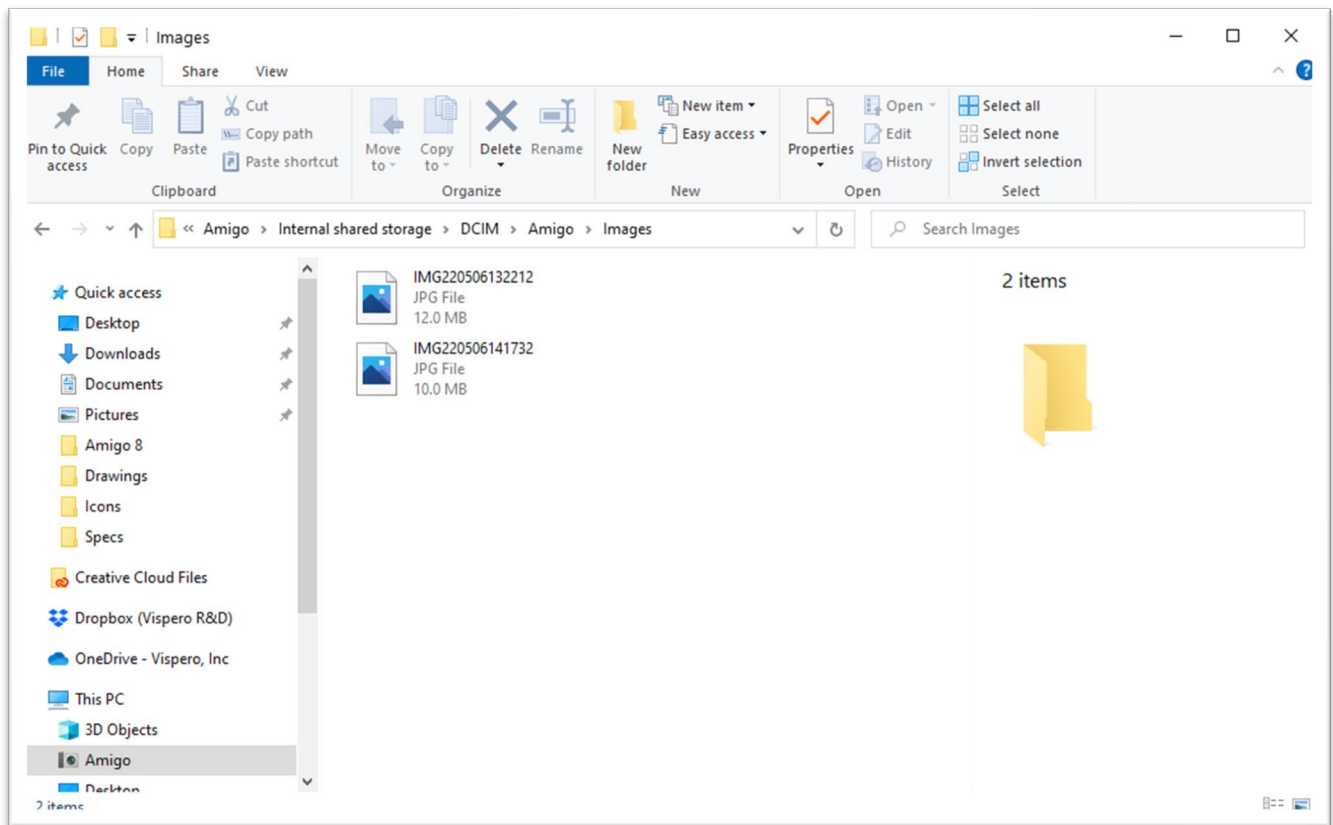
To delete all files:

1. Go to **Main Menu > Settings Menu > System Settings > Device Storage**. The **Device Storage** screen displays and the **Delete all files** option is highlighted.
2. Press the Color Mode button. The **Delete All Files?** confirmation screen displays.
3. Press the Zoom Out button to highlight **Yes**.
4. Press the Color Mode button to confirm deletion of all files.
5. Press the Snapshot button to return to the previous menu, or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## Copying Files onto Another Device

You must have a USB-C to USB-A cable to copy files from your Amigo onto another device. If you attach a USB cable between the Amigo and your laptop, for example, then you could copy the files using Windows File Explorer.

Go to **Amigo > Internal shared storage > DCIM > Amigo > Images** to find the saved files.



# System Settings

The basic system settings covered in this section include [language](#), [time and date](#), [standby time](#), and sound. In addition, instructions for [restoring default settings](#) are provided.

## Set the Language

If you need to change the language used in Amigo's menus, screens, and messages, follow these steps:

1. Go to **Main Menu > Settings Menu**. The **Settings Menu** screen displays.
2. Press the Color Mode button to select the highlighted **Language Menu** option. The **Select Menu Language** screen displays.
3. Press the Zoom Out button to highlight the name of the system language you want to use. The screen titles and menus immediately display in the chosen language.

**Warning:** The menu language changes automatically when you highlight a name. You do not confirm your selection. Be sure that the language you need is highlighted before you exit the screen.

4. Press the Snapshot button to return to the previous menu or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## Set the Time and Date

The time is displayed in the **top** right corner when you are in Menu view

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**Note:** For the time and date to be accurate on your Amigo, you must set them using these instructions. Although only the time is displayed in the menus, the date is used for other system functions.

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## Set the Time

To set the time:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Settings Menu > System Settings > Time and Date**. The **Time & Date** screen displays.
2. If you want a 24-hour clock, where 1:00 PM is referred to as 13:00, followed these sub-steps. Otherwise, go to the next step:
  - a. Press the Zoom Out button twice to highlight **24 hours**.
  - b. Press the Color Mode button to check **24-hour clock**.
  - c. Press the Zoom In button twice to highlight **Time**.
3. Press the Color Mode button. The **Time** screen displays.
4. Use the Zoom buttons to move up or down the left column of numbers. When the correct hour is highlighted, press the Color Mode button. If you select **10**, for example, the time is set at 10 o'clock.
5. In the right column of numbers, highlight the correct minutes after the hour and press the Color Mode button. If you highlight **52**, for example, the time would be set at **10:52**.
6. In the third column, select **AM** or **PM** and press the Color Mode button. If you select **AM**, for example, the time would be set at **10:52 AM**. The **Time & Date** screen displays.

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**Note:** The third column is not displayed if you checked **24 hours** on the **Time & Date** screen.

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## Set the Date

To set the date:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Settings Menu > System Settings > Time and Date**. The **Time & Date** screen displays.
2. Press the Zoom Out button to highlight the **Date** option.

3. Press the Color Mode button to display the **Select Date** screen.
4. On the **Select Date** screen, repeat these sub-steps to set the current month, day, and year:
  - a. Use the Zoom buttons to move up and down the column until you highlight the correct value.
  - b. Press the Color Mode button to select the highlighted value and move to the next column.
  - c. When you have selected a value in all three columns, the date is set for Amigo and the **Time & Date** screen displays.
5. Press the Snapshot button to display the **System Settings** menu or press and hold Snapshot + Color Mode for 0.5 seconds to return to Live view.

## Restore Default Settings

If you are dissatisfied with the way your Amigo is set up, you may wish to restore its default settings. However, you will have to set the language, date, and time before using the device again. See [first-run instructions](#) on page 11. In addition, the color combinations and other custom settings you have selected will be lost.

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**Note:** No saved images are deleted when you reset the Amigo. Only customization of the device is affected.

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If you want to restore the Amigo to its default values as set at delivery:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Settings Menu > System Settings > Reset Settings?**
2. On the **Reset Settings?** screen, press the Zoom Out button to highlight **Yes**.
3. Press the Color Mode button restore the Amigo values to their original values as delivered in the box.
4. Complete the [first-run instructions](#) on page 11.

## Change the Standby Time

The standby time indicates what period of inactivity is required for the Amigo to go into Standby mode.

To set the standby time:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Settings Menu > System Settings > Standby Time**.
2. On the **Standby Time** screen, use the Zoom buttons to highlight the amount of inactive time required before the system automatically goes into standby. The minimum is **None** and the maximum is **30 minutes**. If you highlight **20 minutes**, for example, the Amigo goes into Standby mode when no buttons are pressed on the device for 20 minutes.
3. Press the Color Mode button to set the standby time. The new standby time is immediately applied.

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**Tip:** Consider your own usage habits when making this selection. If you tend to put down the device frequently, a short standby time would be appropriate. If you tend to use the Amigo for extended periods, consider a longer standby time.

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4. Press the Snapshot button to return to the previous menu or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## Set the Volume

The sound settings control the volume of the camera shutter sound that occurs when an image is successfully captured.

To set the volume:

1. Press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Settings Menu > System Settings > Sound Settings**.
2. On the **Sound Settings** screen, use the Zoom buttons to set the volume. The volume level is available in increments of 10, with the minimum **0** (no sound) and the maximum **100** (highest volume). Setting the level at 50, for example, gives you mid-level volume.

Each time you press a Zoom button to change the volume level, a sample shutter sound is played. The updated volume is immediately applied when you leave the **Sound Settings** screen.

3. Press the Snapshot button to return to the previous menu or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

# Updating the Amigo

For maximum performance, you should periodically update the Amigo to install the latest software release. To perform the update, you need one of the following: a dual USB drive (both USB-C and USB-A), a USB-A drive with a USB-C adapter, or a USB-C to USB-A cable.

## Update Using a USB-C Drive

This method is preferred because it requires much less free space on the device. To update the device using a USB drive:

1. Download the release software from [enhancedvision.com/support/software.html](https://enhancedvision.com/support/software.html) onto a USB drive that can support both USB-C and USB-A or can work with a USB-A to USB-C adapter. The release file, which has a VHU (Vispero Hardware Update) extension, updates the Amigo software and firmware.

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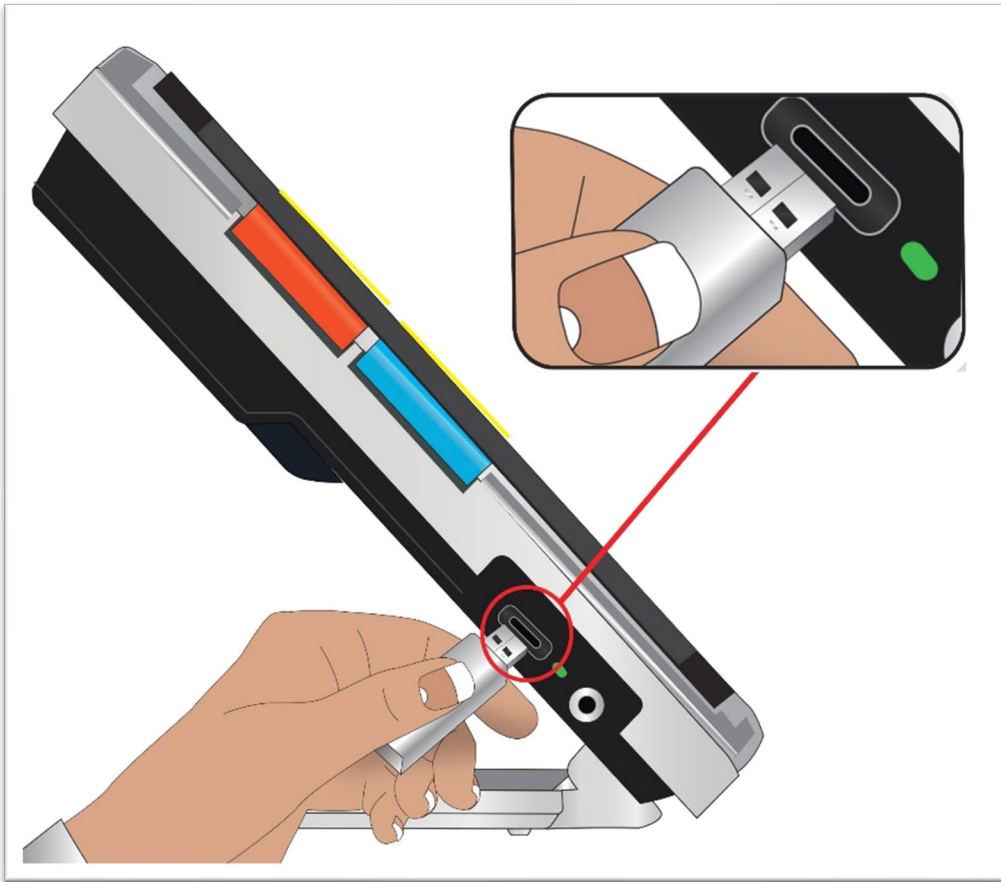
**Tip:** A USB-C adapter can be used with a USB-A flash drive.

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2. Ensure you have a minimum of 60% battery power. Press and hold Snapshot + Color Mode for 0.5 seconds to display the **Main Menu**, and check the battery icon in the bottom right corner.



3. Ensure Amigo has the space available by checking the size of the update file against the storage space available. Device storage is found at **Main Menu > System Settings > Device Storage**.
4. Insert the USB-C drive with the VHU release file into the Amigo USB port.



5. On the Amigo, press and hold Snapshot + Color Mode for 0.5 seconds and go to **Main Menu > Settings Menu > System Settings > Update Device**. Press the Color Mode button to start the update.

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**Tip:** If the file does not display, press the Snapshot button to remove the error message. Try flipping over the USB-C drive and reinserting it into the port.

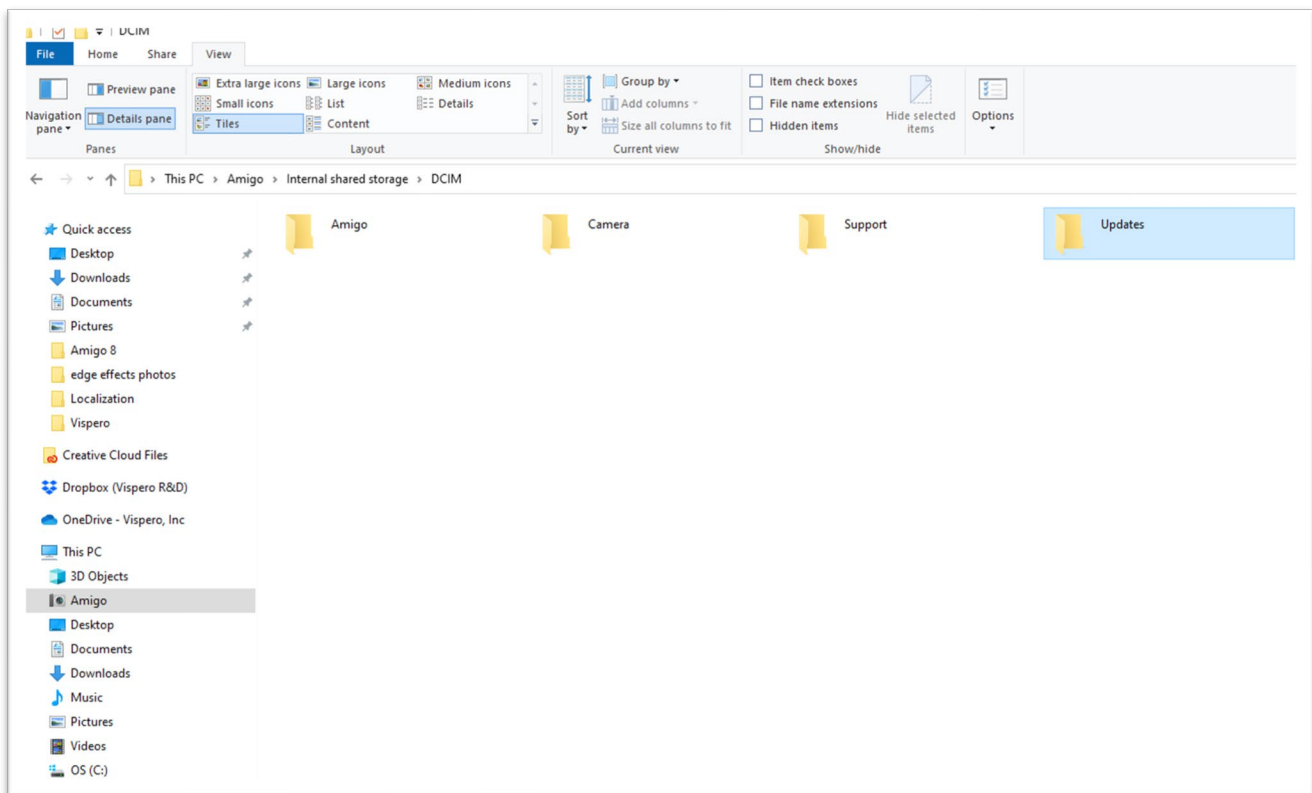
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6. A message about the update displays. Press the Color Mode button to start the update.
7. During the update, status messages display. Updates can take several minutes. Please be patient while the device updates and do not remove the drive until the update is finished. Doing so may corrupt the software. Expect the system to restart during the update process.
8. After the update, a confirmation message displays. Press the Color Mode button to clear the message.

## Update Using a USB Cable

To update the device using a USB-C to USB-A cable:

1. Download the release software from [enhancedvision.com/support/software.html](https://enhancedvision.com/support/software.html). The release file has a VHU (Vispero Hardware Update) extension and updates the Amigo software and firmware.
2. Insert the USB-A side of the cable into the computer where you downloaded the VHU file.
3. Insert the USB-C side of the cable into Amigo.
4. In Windows File Explorer, copy the VHU file from the computer into the **DCIM/Updates** folder on Amigo.



5. The **Update Device** screen automatically opens on Amigo when you begin copying, but do not proceed until the file has copied 100%. Check the file transfer progress bar to determine the status of the copy.
6. After the file has copied 100%, press the Color Mode button.

7. During the update, status messages display. Updates can take several minutes. Please be patient while the device updates and do not remove the cable until the update is finished. Expect the system to restart during the update process.
8. After a successful update, a confirmation message displays. Press the Color Mode button to clear the message.

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**Note:** The VHU file used to update the device is automatically deleted from the Amigo.

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**Caution:** Rarely, an **Invalid Configuration** screen displays. If this happens, copy the VHU file onto a USB-C flash drive, insert it into the Amigo USB port, and press the Color Mode button.

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# Support Information

If you have questions about your device, please contact your distributor. If you are instructed to call or email [Technical Support](#), review the following suggestions before doing so for expedited assistance.

## Technical Support Instructions

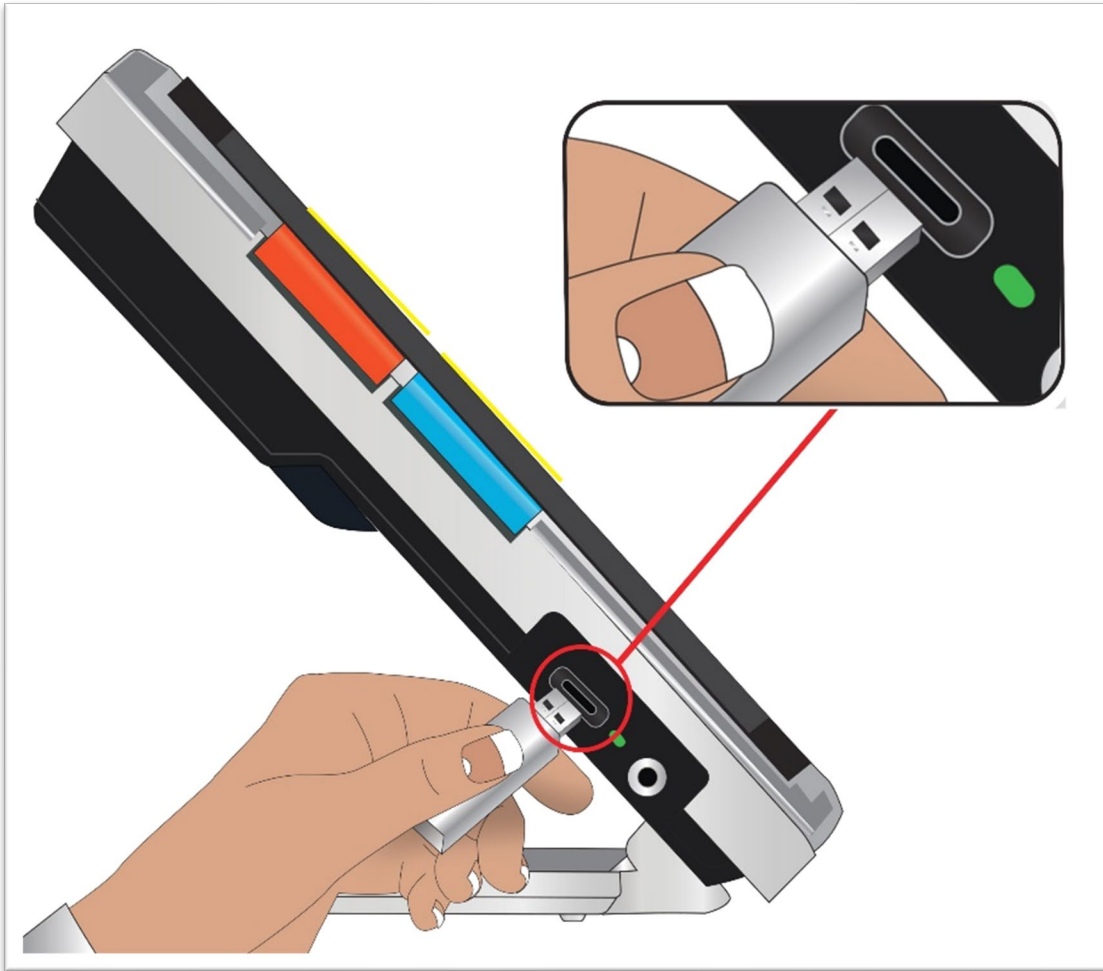
Before calling or emailing Technical Support, collect the following information:

- A short description of the problem with an example, such as the series of actions taken when the problem occurs.
- The numbers on the **About** screen: App Version, HAL Version, platform, and serial. Go to **Main Menu > Information Menu > About** to collect this information.
- The phone number of the [Technical Support office](#) nearest you (see page ii).

## ***Provide Support File***

Technical Support may ask you to email a support file. In this case, follow these directions:

1. Insert a USB-C drive into the Amigo.



2. Go to **Main Menu > Information Menu > Technical Support**. The **Export Support File** option is highlighted.
3. Press the Color Mode button to display the **Export To** screen. A highlighted line under the screen title displays the system name for the USB drive you inserted.
4. Press the Color Mode button. The message “Copying files to USB drive” displays until the copying is finished, when “Support data copied to USB flash drive” displays.

5. Press the Color Mode button. The **Technical Support** screen displays.
6. Copy the exported file onto a device where you can create an email.
7. Attach the exported file to an email. In this email, provide [succinct description](#) of the problem, plus any information requested by Technical Support.
8. Send the email to the address provided by Technical Support.
9. Delete the support file by following the steps in the next procedure.

### ***Delete Support File***

To save system resources, you should delete the exported support file after emailing it to Technical Support.

1. Go to **Main Menu > Information Menu > Technical Support**.
2. Press the Zoom Out button to highlight the **Delete Support File** option.
3. Press the Color Mode button to immediately delete the file.
4. Either press the Snapshot button to return to the previous menu or press and hold Snapshot + Color Mode for 0.5 seconds to display Live view.

## **Release Numbers**

Product information—software and firmware versions, platform name, and serial number—are found at **Main Menu > Information Menu > About**.

## **Patents, Trademarks, and Licenses**

For detailed information about the patents, trademarks, and licenses found in Amigo, go to **Main Menu > Information Menu > Acknowledgements**.

# Frequently Asked Questions

Refer to this section for answers to common questions.

## **The font is too small in the menus. How do I fix it?**

While in the menus, press and hold Zoom In + Zoom Out for 0.5 seconds. Enlarge the font by pressing the Zoom In button or decrease it by pressing the Zoom Out button. When you're finished, press and hold Zoom In + Zoom Out for 0.5 seconds to exit Font mode.

## **My screen is stuck on an image. How do I return to Live view?**

You are displaying a snapshot. Press the Snapshot button to close the snapshot and return to Live view.

## **I am panning an image and can't do anything else.**

Press and hold Zoom In + Zoom Out for 0.5 seconds to exit Panning mode and return to Live view. You must exit Panning mode to continue using your Amigo for any other function. The same is true for Font mode. You must exit it to continue using the device.

## **How can I quickly change the magnification?**

You can repeatedly press the Zoom In or Zoom Out button or hold either button down to quickly increase or decrease the size of the image.

## **My Amigo screen goes dark too quickly. How do I keep the display lit?**

You can change the standby time to increase or decrease how long your Amigo remains active until automatically going into Standby mode. You may also think of it as having your device "fall asleep." See [Change the Standby Time](#) on page 63 for directions.

## **What accessories do I need for my Amigo?**

To keep your Amigo updated, you need either a dual flash drive with both USB-A and USB-C ends or a USB-C adapter used with a USB-A flash drive. Also, a surge protector is recommended for protection during an electrical storm or other events that may cause an electrical surge.

Optionally, you can add a USB-C to HDMI cable (not included) to connect the Amigo with a television or monitor for larger zoom ranges. Whether you are in the Menus or in Live view, the same image is displayed both places.

**I'm having trouble updating my device. What should I do?**

If you are updating using a cable, try putting the update on a flash drive and inserting it into Amigo. If you are already using a flash drive, try flipping over the USB-C drive and reinserting it into the port. Be sure to read the directions found with the update on the website for further information.

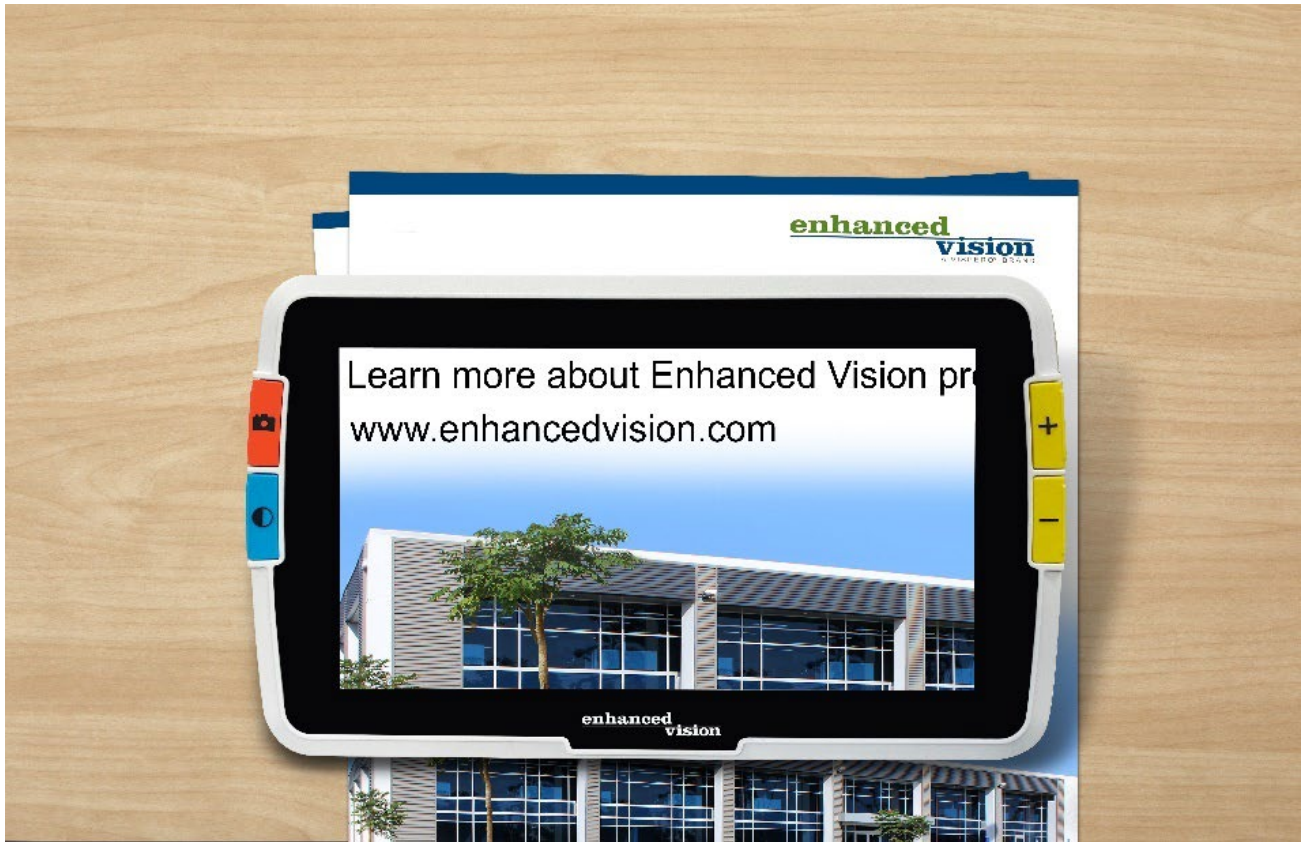
**I pressed several buttons in a row, but the device never caught up with my requests.**

Button presses are not queued, so wait until the system has responded before pressing another button.

**I get an error when I try to save an image. What now?**

If you run out of space to save more files on the Amigo, see [Managing Files](#) on page 57. You can delete one file at a time or all files at once. Before deleting a file, you optionally can copy it to another device using a USB cable.

*Enhanced Vision*



# amigo

DOC-000837 Rev. B

# AMHD8

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