

**Vision Buddy™**



**All-In-One Device For The Visually Impaired**

**DEALER HANDBOOK**

**3.0**



## **A THANK YOU FROM US**

**Welcome to the Vision Buddy dealer handbook. Our mission is to provide the easiest to use and most effective tool to support the low vision community. We are so excited that you are joining us, and we will be here to guide you through the Vision Buddy headset and selling practices.**

**With your support, we can continue to spread awareness and reach more low vision individuals to truly improve their quality of life and independence.**

**Sincerely,  
The Vision Buddy Team**

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# HOW VISION BUDDY IMPROVES LOW VISION

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The Vision Buddy headset is simple to use, with only 3 modes navigated by one button.

**Magnification:** With the magnification mode, users can regain the ability to see faces, observe their surroundings, and experience overall improved vision for day-to-day tasks.

**TV Mode:** One of the most common problems for individuals with low vision is attempting to watch their favorite programs. The Vision Buddy headset significantly improves this capability by streaming the image directly into the device through the TV Hub, rather than only using magnification alone. This reduces pixelization often caused by magnifiers alone, and allows the user to relax in their chair without having to sit extremely close to the television.

Call +1 (833) 787-2020 or email  
[hello@visionbuddy.io](mailto:hello@visionbuddy.io) for more info!



# HOW VISION BUDDY IMPROVES LOW VISION

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**Reading Mode:** The reading mode can not only improve the user's quality of life, but it can also provide more independence for reading mail, paperwork, checks, and even includes an OCR function if they would prefer to have the information read to them.

**CCTV Mini:** From our newest updates, we introduced the CCTV Mini camera. This external document reader provides a more stable view of reading by displaying the image of the book or object directly into the headset to prevent blur caused by head movements with autofocus.

**Computer Link:** For browsing the internet, reading emails, watching videos, and even computer gaming, we released the Computer Link. With this companion product, users can now connect the headset directly to their computers and phones to enlarge the screen for ease of use and improving productivity.

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# WHO IS ELIGIBLE?

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- 20/100 - 20/800 Visual Acuity
- Partially remaining vision
  - At least partially remaining vision in one eye
- Can distinguish objects (not just light and shadows)
- Can see a cup of coffee sitting on a table in front of them
- **Some of the eye conditions that Vision Buddy has assisted:**
  - Macular Degeneration
  - Retinitis Pigmentosa
  - Diabetic Retinopathy
  - Stargardt's Disease
  - Cone-Rod Dystrophy
  - Glaucoma
  - Other eye conditions

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# DEMO PREP CHECKLIST

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- **What are the customer's primary needs?**
  - TV Watching
  - Computer Use
  - Reading
  - Magnification
  - All of the above?
- **Prep your Vision Buddy Demo**
  - Fully charged and tested headset
  - User Guide
  - Computer Link
  - CCTV Mini
  - TV Hub
  - External Battery
  - Charging Cords
  - HDMI Cord
  - **Adapters**
    - Roku/Firestick
    - Switcher
    - Coaxial Converter
    - HDMI Adapters (Computer/Phone)

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# VISION BUDDY CARE PROGRAM

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**Thank you for your support, we're here to support you too!**

- As a valuable member of the Vision Buddy team, we are here to provide you with free assistance before, during, and after your demonstrations.
  - Technical Support line for you and your Vision Buddy customers
    - If you would like support for a scheduled demo, we will schedule a representative to remain on the line via phone or Zoom with 24-hour notice for immediate assistance.
      - **+1 (833) 787-2020**

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- **What if a customer has an older TV (Coaxial)?**
  - Contact us or refer to page 10 for our adapter guide.
- **Will leaving the Vision Buddy in **direct light cause damage?****
- Yes, it will! **Do not** leave your Vision Buddy in any direct light. When not in use place back in its case.  
**THIS IS NOT COVERED UNDER WARRANTY.**
- **What is the best way to clean the Vision Buddy?**
  - The device is best cleaned with the provided cloth or any microfiber cloth.
- **Where is the serial number located?**
  - The serial number is located under the TV Hub. It is also located in a cushioned part of the headset and underneath the foam on the right side of the headset.
- **Can I walk around with the Vision Buddy headset?**
  - It is **NOT** recommended to walk around with Vision Buddy.
- **Can I power the CCTV Mini with an external battery?**
  - Yes, you can power the CCTV Mini with an external battery.



- **What do I do if my CCTV Mini camera Freezes?**
  - Unplug the power source of the CCTV Mini and plug it back in.
- **What is the battery life of Vision Buddy?**
  - The estimated battery life is 2-3 hours.
  - 6-8 hours with the external battery.
- **What is the best way to charge my Vision Buddy?**
  - For best results, use the provided charger to charge your device.
  - We have also included an external battery that you can use to power your headset for extended usage. Simply connect the charging cable (included) to the external battery and press the button on the side of the battery to begin charging.
- **How long does it take to charge the Vision Buddy Headset?**
  - The approximate time to recharge is between 1 to 1.5 hours.



- **Why do I only see video and no audio in "Television Mode"?**
  - You must use the HDMI cable included from the cable TV to the TV Hub to avoid any audio/video issues.
- **How do I reset the Vision Buddy TV Hub?**
  - Use a pin to push button inside reset hole for 10 seconds and restart the TV Hub.
- **How do I reorient the screen?**
  - To reorient the screen, either (1) take off the Headset and put it back on facing in the desired direction or (2) press and hold the zoom out button for 3 seconds.
- **What do I do if the headset foam comes out?**
  - Position your fingernail under the hard plastic lip on the inside of the headset with the foam underneath and run it all the way around the inside lip as well as on each edge of the nosepiece to ensure it is properly installed.
  - When the customer is taking the headset off they should grab the headset by the hard plastic only.



# COMPUTER LINK ADAPTER GUIDE

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If your device does not have an HDMI connection you can either call us at **(833) 787-2020** to order an adapter or purchase it yourself using the information below

## USB to HDMI

Compatible with older Macbooks and most PCs (Model #: DP-H01)



## USB C to HDMI

Compatible with newer Macbooks, PCs and Microsoft Surface devices



## Thunderbolt to HDMI

Compatible with PCs and some desktops (Model #: 101001-BLACK)



## DVI to HDMI

Compatible with older desktops and some PCs (Model #: 2724571561590)



## Apple Lightning to HDMI

Compatible with iPhone and iPad (Model #: MD826AM/A)



## Apple USB-C to HDMI

Compatible with newer Macbooks and iPads (Model #: MUF82AM/A)





# TV HUB ADAPTER ADAPTER GUIDE

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If your TV does not have an HDMI connection you can either call us at **(833) 787-2020** to order an adapter or purchase it yourself using the information below

## Mediasonic Converter Box

For Coaxial cable setups or with VCR players (Model #: HW130STB)



## HDMI Switcher

For connecting multiple external devices like a cable box and Firestick (Model #: 4330142618)



## Additional external media sources:

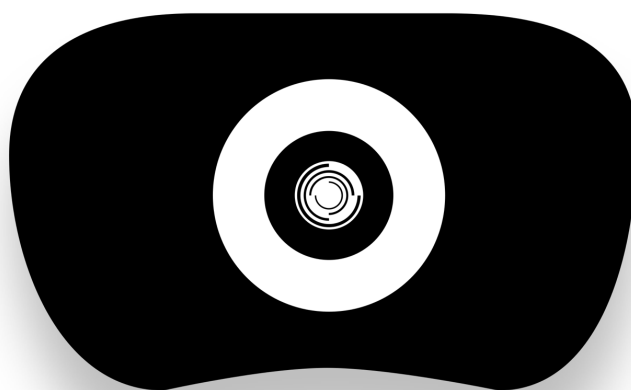
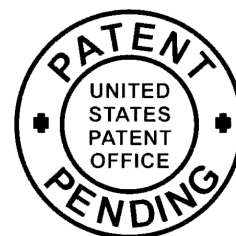
### Firestick



### Roku



\*Not compatible with Roku Streambar



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