

# ARx AI headset (HT398)

Thank you for purchasing from RNIB. In the unlikely event the item is unsuitable, please contact us within 14 days of receipt to obtain your returns number. To ensure your return goes smoothly, the item and all components must be in as new condition and packed in its original, undamaged packaging. For further details and guidance on returning faulty items, please see the Terms and conditions of sale and how to contact RNIB sections of this instruction manual.

Please retain these instructions for future reference. These instructions are also available in other formats.

## General description

The ARx AI headset is black and lightweight, consisting of three distinct parts:

The camera module is located on the right side and includes three buttons: Square, Circle, and Triangle.

The USB-C cable is connected here, and the camera at the front faces forward. On the inner side, there is a rubbery pad housing the right-side bone conduction speaker that emits audio vibrations.

The volume module on the left side has two buttons under a rocker switch to adjust audio volume. On the inner side of the volume module, you’ll find the left bone conduction speaker.

The arc connects the left and right sides of the headset.

## In the box

* ARx headset
* Neoprene sleeve
* Adjustable band
* Travel case
* Tutorial cards

## Getting started

### How to wear ARx AI

The ARx AI headset doesn’t cover the face. The camera module with the three buttons should be positioned on the right side of the face, the arc at the back of the head, and the smaller volume module with the rocker switch on the left side. Hold the headset in your hands, carefully place it over your head, ensuring the end of the arc sits on top of your ears to keep it securely in place.

Adjust the included elastic band to securely fit the headset. To tighten it, hold one of the hooks and pull the elastic, repeating on the other side if necessary. Slide the hooks onto the thinner part of the arc and repeat on the other side. Ensure the rubber pads are just in front of your ears, not covering them.

As head shapes vary, take the time to adjust until comfortable; you can re-adjust during the tutorial. Both left and right modules can be rotated for added comfort. Insert the camera module into the neoprene sleeve for a comfortable fit against the skin.

### Bone-conduction speakers

They are designed to vibrate on cheekbones instead of vibrating the air, which offers several benefits:

**Privacy:** Only the wearer can hear the audio.

**Safety:** Since the speakers don’t cover the ears, ARx users can remain aware of their surroundings, including environmental sounds (like cars, footsteps, door signals, alarms, etc.) as well as voices or conversations.

The interactive tutorial in the ARx app provides steps to adjust the speakers based on the user’s preferences.

### Volume buttons

On the left side of the headset, there are two buttons under a rocker switch for controlling the audio volume. Each button can be triggered by pressing either the top or bottom of the single plastic piece. The bottom part is convex, and the upper part is concave – pressing the upper part raises the volume, while pressing the bottom part lowers it. Alternatively, you can also control the volume using your Android phone.

### Action buttons

The camera module on the right side of the headset has three buttons: Square, Circle, and Triangle. Each button has various functions depending on the app in use, with general guidelines associated with each button:

* Square: Stop, go back
* Circle: validate, open
* Triangle: next, go forward

### Microphone

The microphone is situated inside the camera module on the right side. Its functionality may vary based on the app in use but can typically be used like any headset, allowing features such as phone calls or voice commands.

### Energy efficiency

The ARx AI headset uses the phone as a power supply. Unplug the headset from the attached phone when not in use to prevent draining the battery.

### USB-C cable

The USB-C cable connects the ARx AI headset to your phone, facilitating high-speed, low-latency data transfer, and providing the energy needed to power the headset.

## Getting started

### Install the ARx App

On your Android phone, launch the ‘Google Play Store’ app. In the search bar type “ARx vision”, tap on the listing and install the app. Alternatively use your phone to scan the QR code on the tutorial card included in this package.

#### Signup or Login

Once installed, launch the ARx app. If you have not yet created an account, sign up directly in the app. You can choose to continue as a guest; however, your data will not be linked to an account.

#### Grant the app permissions

Follow the steps to give the app permission. The app won’t work without it. If you forget to grant permission at the beginning, on the Android home screen, press and hold the app, select ‘App info,’ go to ‘permissions,’ and allow all necessary permissions.

#### Grant USB permissions

Grant USB permissions to enable communication between the headset and the app. There are three permissions to grant. You can check the box in the user interface while granting USB permissions to save your choice; otherwise, you’ll need to grant permissions each time.

### Wear the headset

Time to wear the ARx AI headset. Ensure the arc is at the back of your head, with the camera module on the right and the smaller module on the left. The camera should be facing forward.

#### Connect the headset

Once the headset is on, connect it to your phone. Ensure the ARx app is open and, in the foreground, and that all the necessary steps are completed. Then, plug the USB-C male headset cable into the USB-C port on your phone.

### Complete the tutorial

The interactive tutorial is about to begin. This brief guide will cover the fundamentals of using ARx. Make sure to have the tutorial cards ready and ensure there’s sufficient light in the room. If you wish to skip the tutorial, press the square button ten times. You can access the tutorial again in the help mode.

## Warranty

This is a “Limited Warranty” which gives you specific legal rights. You may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the limitation or exclusion under this Limited Warranty may not apply to you. Please keep your dated sales receipt; it is required for all warranty requests.

Any dispute or controversy regarding this Limited Warranty arising from your use of your ARx Vision products will be resolved by final and binding bilateral arbitration in accordance with the “Dispute Resolution” section of the Terms of Service (ARx. Vision/terms).

### What the warranty covers

For a period of three (3) years from the date of purchase of your ARx product, or three (3 years from the date of receipt or your replacement ARx product. ARx Vision LLC (“ARx”) will, at its sole option, repair or replace any ARx products that malfunction due to defective parts or workmanship no charge to you.

This warranty is not transferrable and applies only to the original consumer purchaser, ARx may, at their own discretion, make any repair or replacement with new or refurbished product or components. If the product or component requiring repair or replacement is no longer available, ARx may, at their own discretion, replace such product with a similar product of similar function.

### What the warranty does not cover

Repair service, damage due to misuse, abuse, negligence, or casualty (e.g., fire), acts of God (including but not limited to lightning, flood, tornado, earthquake, or hurricane), and consumable parts (including batteries) are not covered by this warranty. Damage from unauthorised service or modification of the product or of any furnished component will void this warranty in its entirety.

This warranty does not include reimbursement for inconvenience, installation, loss of use, or unauthorized service. In addition, this warranty does not cover any losses, injuries to persons, loss of property or general damages. This warranty and community support services do not apply to any products purchased from third party sellers on eBay, and other online marketplaces.

We strongly suggest that you do not buy ARx products from any unauthorised sellers, as such products may be used, defective, counterfeit or may not be designed for use in your country. This warranty covers only ARx products and is not extended to other equipment, components, or devices that a customer uses in conjunction with our products. ARx’s maximum liability under this warranty is limited to the original purchase price of the ARx product in question.

* This warranty is expressly in lieu of all other warranties, expressed or implied, including any warranty, representation, or condition of merchantability or that the products are fit for any particular purpose or use, and specifically in lieu of all special, indirect, incidental, or consequential damages.
* If arxvision LLC cannot lawfully disclaim statutory or implied warranties, then to the extent permitted by law, all such warranties shall be limited in duration to the duration of this express limited warranty and to repair or replacement service.
* Some jurisdictions do not allow limitations on how long a statutory or implied warranty lasts, so the above limitations may not apply to you.
* Repair or replacement shall be the sole remedy of the customer and there shall be no liability on the part of arxvision LLC for any special, indirect, incidental, or consequential damages, including but not limited to any loss of business or profits.
* This limited warranty gives you specific rights. You may have additional rights under applicable law, and this limited warranty does not affect such rights.

## How to obtain service

### Contact Customer Support

If you encounter any issues with your ARx AI Headset, contact our customer support team. You can reach them through one of the following options:

Via Email, contact: contact@arx.vision

Via online chat on our website <https://www.arx.vision>

### Provide Product Information

When contacting customer support, be ready to provide essential details about your ARx Ai Headset, including the model number, the version of the app you are using, and a clear description of the problem you are experiencing.

### Troubleshooting Assistance

Our customer support representative will guide you through basic troubleshooting steps to determine if the issue can be resolved without further assistance. This may include checking connections, settings, or performing simple diagnostics.

### Documentation of Complaint

The customer support representative will document your complaint, ensuring that all relevant information is recorded accurately.

### Warranty Check

We will check the warranty status of your ARx AI Headset. If it is still under warranty, you may be eligible for free repairs or a replacement.

### Resolution Options

Based on the nature of the complaint and the warranty status, our customer support team will present you with resolution options. This might include instructions for self-repair, sending replacement parts, or arranging a return for repair.

### Return or Repair Process

If the issue requires further attention, we will guide you through the process of returning the ARx AI Headset for repair or replacement. This may involve shipping instructions and, if applicable, a prepaid shipping label.

### Communication Throughout the Process

We will keep you informed about the progress of the resolution process. You will receive updates on the status of your complaint, including when we receive the product, estimated repair times, and when the product is ready to be shipped back to you.

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### Customer Satisfaction Follow-Up

After the resolution is complete, we may follow up with you to ensure your satisfaction. Your feedback is valuable to us and helps us continually improve our products and services.

### Escalation

If, for any reason, your initial interaction with customer support does not lead to a satisfactory resolution, there may be a process for escalating your complaint to a higher level of support or management. Remember to consult the product documentation or our website for specific contact details and procedures related to your ARx AI Headset.

## How to contact RNIB

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: The Grimaldi Building, 154a Pentonville Road, London N1 9JE.

Online Shop: shop.rnib.org.uk

Email for international customers: kaorders@rnib.org.uk

RNIB Technology Team:

Telephone 0303 123 9999

Email tfl@rnib.org.uk

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

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This product is CE marked and fully complies with all applicable EU legislation.



This product is UKCA marked and fully complies with the relevant UK legislation.



Please do not throw items marked with this symbol in your bin. Recycle your electricals and electronic devices **free** at your local recycling centre. Search for your nearest recycling centre by visiting [www.recyclenow.com](http://www.recyclenow.com).

Why recycle?

Unwanted electrical equipment is the UK’s fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

RNIB are proud to support your local authority in providing local recycling facilities for electrical equipment.

To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.

What is WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items.

How are we helping?

In the UK, distributors including retailers must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS).

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