Xperteye
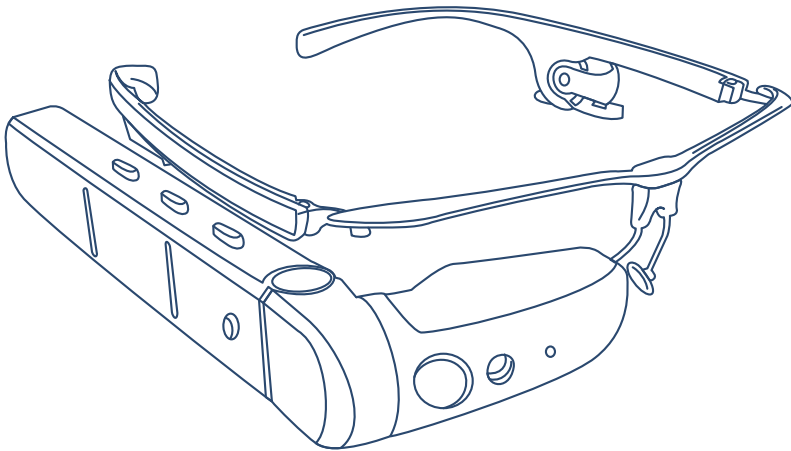
Vuzix M400
Getting Started

XpertEye Essential

Before you begin

IN ORDER TO USE XPERTEYE ESSENTIAL, THE VUZIX M400 DEVICE MUST BE CONFIGURED. TO DO SO, CREATE QR-CODES USING A WEB BROWSER.

TECHNICAL REQUIREMENTS:

Software compatibility

• XpertEye is compatible with Android, iOS, Windows, Linux and MacOS.
• Create QR-CODES using Google Chrome, Edge or Safari.

Server Region QR generator URLs

Warning:
• Please make sure all users are set up using the same server region.
• If your company has its own environment, please contact your administrator or IT department to get the dedicated URL.

• AMERICAS (North, Central and South America): https://americas.xe.live/qr/
• CHINA (China): https://xelive.com.cn/qr/
• GLOBAL (Worldwide) and APAC (Asia-Pacific): https://xe.live/qr/

OVERVIEW:

A. Connecting the Vuzix M400 to the Internet
B. Logging in to XpertEye Essential
C. Switching off the Vuzix M400
D. Charging the Vuzix M400
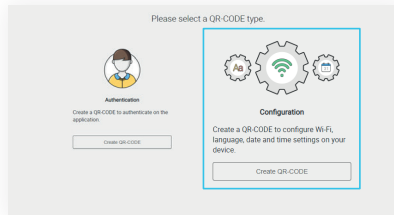**E. Changing the Vuzix M400 language**

A. Connecting the Vuzix M400 to the Internet

The Vuzix M400 device requires an Internet connection. The connection is created using a configuration QR-CODE.
If the device is already configured, go to section B - "Logging in to XpertEye Essential".
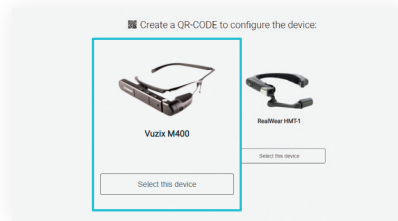
1 To create a configuration QR-CODE, open a web browser and go to the Server Region QR generator required (URLs provided in the "Before you begin" section) and select **Configuration**.
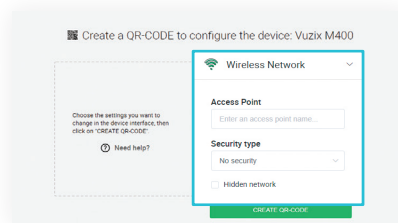

2 Select the **Vuzix M400**.

3 Click on **Wireless Network**, enter the access point name (Wi-Fi name/SSID).

4

In the **Security type** field, select **WPA/WPA2 PSK** in the drop-down list. If necessary, contact the IT department to find the correct security type information.

5

Enter the password.

Note: To show the password, click on 👁 .
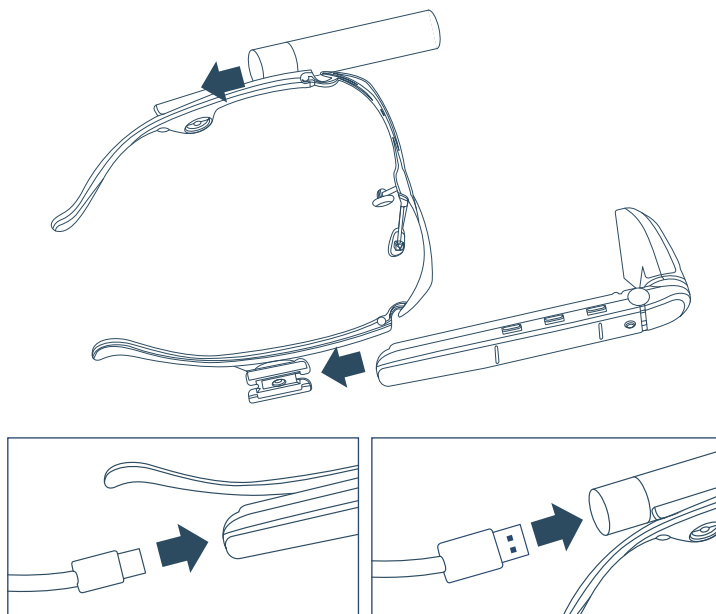
6

Click on **CREATE QR-CODE**.

7

For ease of use, **PRINT**, **EXTEND**, or **DOWNLOAD** the QR CODE from the website.

8

Take the frame and slide the device to one side and the battery to the other. Then, connect the USB-C/USB cable to the device and the battery. Press the power button at the back of the battery.
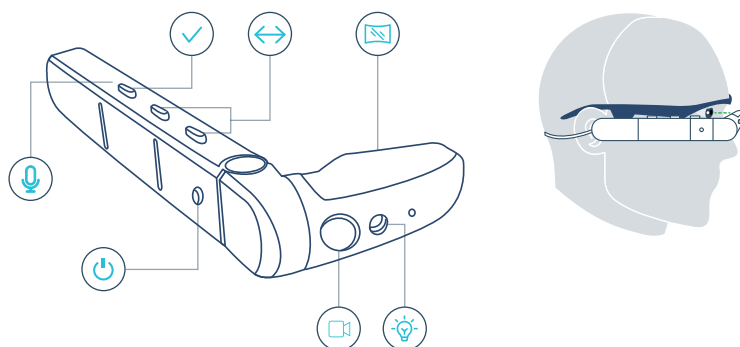*Warning: Only use the cable provided in the XpertEye Essential kit.*

9

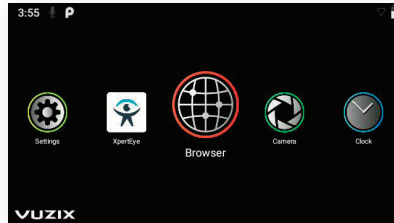Put the Vuzix M400 device on your head and adjust the camera and the display pod as shown below.

⏻ Power button: Switching ON/OFF
⟷ Central & Front buttons: Navigation buttons
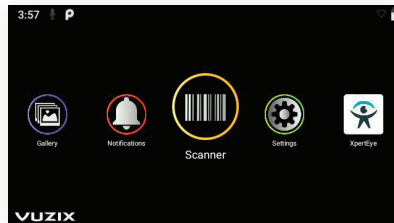✓ Back button: Select button

10

The device turns on automatically and the main menu appears.
Note: Auto power on - 20 sec. When the Vuzix M400 battery is empty, the device will take 5 to 10 min to power on.

11

When the main menu appears, say **"Hello Vuzix"** to activate the voice commands, then say **"Scanner"**.
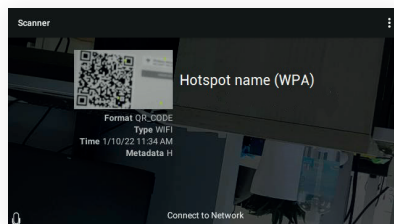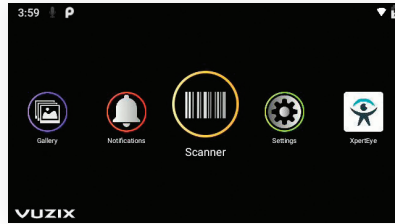

Note:
• You must say "Hello Vuzix" every time you leave XpertEye to reactivate voice commands.
• When using voice commands, speak loudly and clearly into the microphone. Pay attention not to cover the microphones with your fingers.

12

Scan the QR-CODE with the camera ▭ of the Vuzix M400 device pointing at the QR image. You can use the screen ▧ to ensure a proper view of the QR-CODE. A sound indicates that the QR-CODE is recognized.
Use the front button (from the screen) to go to **Connect to Network** and confirm pressing the back button.

13

Go back to the main menu by saying **"Go home"** or press the back button for 2 seconds.

After the QR-CODE is scanned, the Vuzix M400 device is connected to the Internet. The Wi-Fi icon at the top right of your screen is filled.
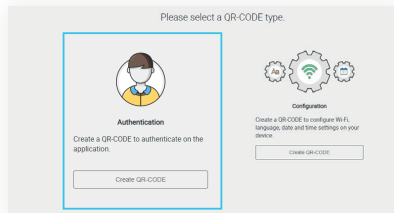
Note:
• If the network is not connected, try to reconfigure the network using a new configuration QR-CODE, paying attention to the spelling and case of your Wi-Fi name and password or contact your IT department for assistance.
• The Wi-Fi setup needs to be performed once for each new network.

◪ : Network connected
◩ : Network not connected

B. Logging in to XpertEye Essential

A login QR-CODE is required to logging in to XpertEye Essential.

1

To create a login QR-CODE, open a web browser and go to the Server Region QR generator required (URLs provided in the "Before you begin" section) and select **Authentication**.

2

a. Enter username and password. If you do not know your login credentials, please contact your XpertEye administrator or IT department.
b. Select your server region.

Warning:
• Please make sure all users are on the same server region. Otherwise, contacts might not be seen as online.
• If experiencing stability issues when using the XpertEye solution on the GLOBAL server region with contacts located in Asia or Oceania, we recommend selecting the APAC server region.

Note: To cancel previously created QR-CODES, enter username and password, click on **Invalidate previous QR-CODES** *and confirm.*

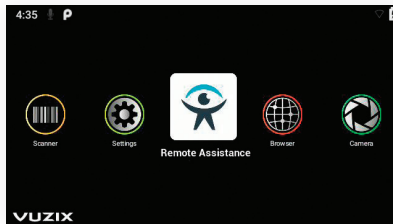**3**

Click on **CREATE QR-CODE**.

4

For ease of use, **PRINT**, **EXTEND**, or **DOWNLOAD** the QR-CODE from the website.
Note: Once the QR code is created, you can access the XpertEye Essential user documentation by clicking on **DOCUMENTATION**.
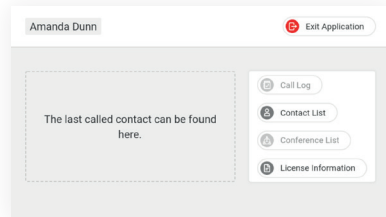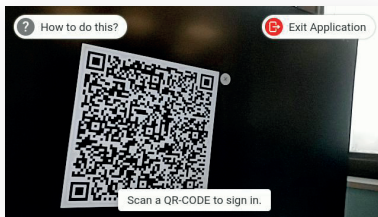
5

On the Vuzix M400 device, say **"Hello Vuzix"** > **"Remote Assistance"**.

6

Scan the QR-CODE with the camera 📷 of the Vuzix M400 device pointing at the QR image. You can use the screen ⬚ to ensure a proper view of the QR-CODE. Once logged in to XpertEye Essential, you can call a contact or receive a call.
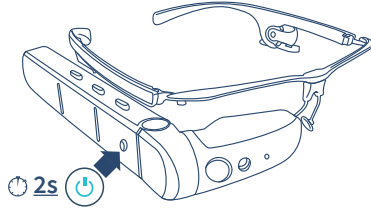
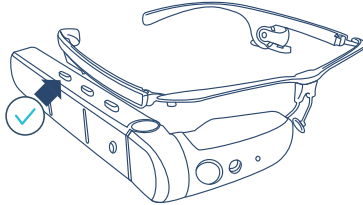*Note: You must scan the login QR-CODE every time XpertEye is launched.*

C. Switching off the Vuzix M400

1

Unplug the battery and press the power button ⏻ for 2 seconds to switch off the Vuzix M400 device.

2

Press the button on the back of the Vuzix M400 device to confirm.
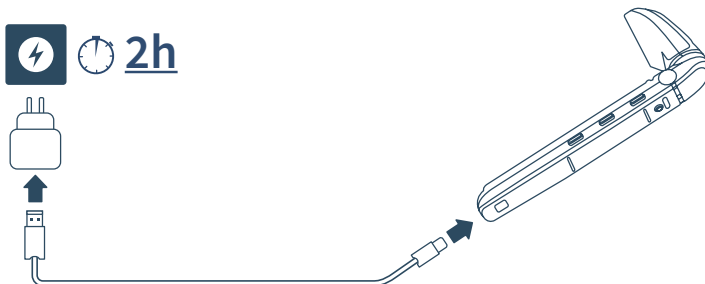
D. Charging the Vuzix M400

a. Connect the USB/USB-C cable to the Vuzix M400 device and charge it using a wall charger.
b. Repeat this operation with the battery.

Note:
Vuzix M400 charging time: 2 hours
Green light: Charged
Blinking red light: Low battery
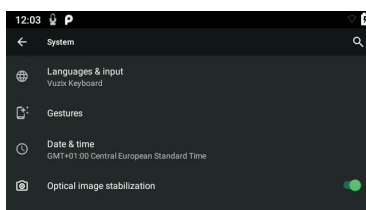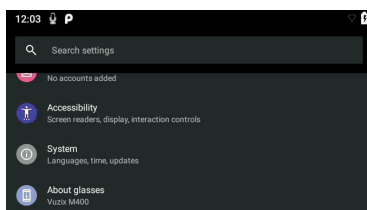
E. Changing the Vuzix M400 language

Note:
- *Once in the Settings, voice commands are no longer functional.*
- *If you need help using the buttons, see the diagram on page 5.*

From the Vuzix main menu:
- Say **"Hello Vuzix"** > **"Settings"**.
- Use the front button (from the screen) to go down to **System** and confirm by pressing the back button.
- Using the same buttons, select **Languages & input**.

1

- Select the language currently displayed, then select **Add language**.
- Select the language you wish to use, then confirm.

2

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