



Product Manual

Product Description

Pen Pel Exam Reader Pen is an assistive reading device that scans printed text and reads it aloud. It features offline and online text-to-speech technology, multiple language options, and a photo recognition function for reading text from captured images. Designed for learners with reading difficulties, Pen Pel provides greater independence while maintaining the integrity of assessments and examinations.



Hold the pen at a 60° angle to the page for optimal scanning and reading performance.



Position the pen at the beginning of the text you would like to scan.



Apply gentle pressure while scanning the text.



Slide the pen steadily across the text while keeping it parallel to the line being scanned.

Before First Use

Please fully charge your Pen Pel before using it for the first time.

Charge the device to **100%** using a compatible **5V / 1A charger cable** provided.

Allow the battery to reach a full charge before setup and operation.

Do not use a fast charger, as this may damage the device and void the warranty.

Power on/off

To switch on the pen:

Press and hold the Power button for approximately 2 seconds. The screen will light up and the device will start up.

To switch off the pen:

Press and hold the Power button for approximately 2 seconds. A menu will appear on the screen. Select the Power Off icon to shut **down the device**.

Restart

To restart the pen, press and hold the Power button for approximately 2 seconds. When the menu appears, select the Restart icon. The device will then restart automatically.

Volume

The volume can be adjusted through the **Settings** menu. Open **Settings > Sounds** and use the on-screen controls to set the desired volume level.

Screen Brightness

Increase or decrease the screen brightness to suit your environment. Lower brightness may help extend battery life.

Scan Direction

Select the scanning direction that feels most comfortable for you. Pen Pel can be configured for left-to-right or right-to-left scanning depending on user preference.

Language

Use the **Language** setting to select the system language displayed on the pen.

Open **Settings > Language** and choose your preferred language from the available options. The menus and system interface will be displayed in the selected language.

Reading Speed

Use the **Reading Speed** setting to increase or decrease the rate at which text is read aloud. Select a speed that best suits your listening and learning needs.

TF Card

Pen Pel supports expandable storage via a microSD (TF) card. Use a FAT32-formatted memory card with a maximum capacity of 128 GB.

USB Type-C Port

Pen Pel uses a USB Type-C connection for charging and data transfer.

Reset Button

If the pen becomes unresponsive or experiences a system malfunction, you can perform a hardware reset.

Locate the small **Reset** opening on the side of the device. Using a paperclip or similar pointed object, gently press the reset button inside the opening.

Note: Resetting the device will restart the pen but will not delete your saved files or settings.

Wi-Fi Connection

Pen Pel features require an internet connection.

To connect to Wi-Fi:

1. Open the **Settings** menu.
 2. Select **Wi-Fi**.
 3. Turn **Wi-Fi** on.
 4. Select the desired wireless network from the list.
 5. Enter the network password if required.
 6. Once connected, a Wi-Fi icon will appear in the status bar.
- You can now use online features and language options that require an internet connection.

Pen Pel connects to standard 2.4 GHz Wi-Fi networks. Contact your internet provider if you need assistance enabling a 2.4 GHz network.

Software Updates

Pen Pel may receive software updates from time to time to improve performance and add new features.

To update the device:

1. Connect the pen to a stable Wi-Fi network.
2. Ensure the battery is sufficiently charged before starting the update.
3. Follow the on-screen instructions if an update is available.

Important:

Do not switch off the device during an update.

Do not disconnect the device from Wi-Fi while the update is in progress.

If no update is available, your Pen Pel is already running the latest software version.

RF/SAR Information

Pen Pel has been designed and tested to comply with applicable radio frequency (RF) exposure and safety standards.

The device meets the required Specific Absorption Rate (SAR) limits for wireless communication devices, ensuring safe operation when used according to the instructions provided in this manual.

Safety Precautions

To ensure safe and reliable operation of your Pen Pel, please observe the following precautions:

1. Do not use or store Pen Pel in environments with excessive heat, direct sunlight, high humidity, or extreme temperatures.
2. Keep the device away from water and other liquids. Pen Pel contains electronic components and is not waterproof.
3. Insert and remove charging cables carefully to avoid damaging the USB Type-C port.
4. Do not attempt to disassemble, modify, or repair the device yourself. Unauthorized repairs may void the warranty.
5. Keep this user manual and the original packaging for future reference.
6. Use only approved charging cables and power sources.
7. Avoid dropping, bending, or exposing the device to excessive force, as this may damage internal components.
8. Keep the device out of reach of young children when not in use.

Failure to follow these safety precautions may result in damage to the device, reduced performance, or loss of warranty coverage.

Battery Care & Charging

Charging Instructions

Charge Pen Pel using the supplied USB Type-C cable and a compatible charger.

IMPORTANT: DO NOT USE A FAST CHARGER

Using a fast charger or high-voltage charging adapter may damage the internal circuitry and battery, resulting in permanent damage to the device and voiding the warranty.

Warranty

Your **Pen Pel Exam Reader Pen** includes a **12-month limited warranty** against manufacturing defects and electronic failure under normal use. Please retain your proof of purchase, as it may be required for warranty claims.

Technical Support

Before a device is returned for assessment or repair, Pen Pel will attempt to resolve software-related issues remotely where possible.

This may include troubleshooting, software updates, settings adjustments, or guided support.

Many software and setup issues can be resolved without returning the device.

Warranty Coverage

The warranty covers: Manufacturing defects. / Electronic component failure under normal use. / Hardware faults not caused by misuse or accidental damage.

Non-Warranty Clause

The warranty does not cover:

Expired warranty periods.

Physical damage, including drops, cracks, impact damage, or misuse.

Water, moisture, or liquid damage.

Damage caused by unauthorized repairs, modifications, or disassembly.

Damage caused by incompatible chargers, accessories, or fast chargers.

Damage resulting from incorrect operation or failure to follow the instructions provided in this manual.

Damage caused by negligence, abuse, accidents, or improper storage.

Damage resulting from natural disasters, power surges, fire, flooding, or other events beyond reasonable control.

Normal wear and tear.

Cosmetic damage that does not affect the functionality of the device.

Internet connectivity issues, Wi-Fi interruptions, or third-party network service disruptions affecting online features.

Returns & Refunds

Upon Receiving Your Pen Pel

1. Read the user manual and setup instructions before first use.
2. Additional video tutorials and online support resources will be made available on the Pen Pel website.
2. Test the device as soon as possible after delivery.
3. If you experience any faults or malfunctions, please report them within **24 hours of delivery**.

Reporting an Issue

Please email info@penpel.co.za with: A description of the issue.

Photos or video evidence where applicable. Your proof of purchase.

Pen Pel will first assist with troubleshooting, training, and technical support. Many issues can be resolved without returning the device.

If a manufacturing defect is confirmed and covered under warranty, Pen Pel will arrange repair or replacement in accordance with the warranty terms.

Refunds

Approved refunds require:

The device to be returned in its original packaging.

The device to be free from physical damage.

All included accessories to be returned.

Any applicable return shipping or collection costs may be deducted from the final refund amount.

Environmental Compliance

Pen Pel has been manufactured in accordance with applicable environmental and safety standards.

Certain electronic components may contain trace amounts of regulated substances that are permitted within internationally accepted limits.

The device complies with relevant environmental protection requirements, including applicable RoHS (Restriction of Hazardous Substances) regulations.

Disposal and Recycling

Electronic devices, batteries, and accessories should not be disposed of with household waste. Please dispose of Pen Pel in accordance with local electronic waste (e-waste) recycling regulations.

By recycling electronic products responsibly, you help protect the environment and conserve natural resources.



Environmental Protection Information

The symbol shown on the device indicates the **Environmental Protection Use Period (EPUP)** of the product.

The number inside the symbol represents the period, in years, during which the electronic components can be used under normal operating conditions without causing environmental harm due to hazardous substances.

For Pen Pel, the number **10** indicates an Environmental Protection Use Period of **10 years** under normal use and storage conditions.

This symbol is provided for environmental compliance purposes and does not indicate the warranty period or expected service life of the device.



Product Compliance & Safety

Pen Pel is designed and manufactured in accordance with applicable safety and environmental standards.

Important:

Use only a compatible **5V charger (provided cable)**.

Do not use fast chargers.

Keep the device away from water, fire, and excessive heat.

Store the device in a cool, dry place when not in use.

Customer Support & Warranty Claim Form

Please complete the following information when requesting technical support, warranty service, or repairs.

Customer Name: _____

Telephone Number:

Email Address:

Device Serial Number (SN):

Date of Purchase:

Order Number:

Description of Issue:

Support Contact

Email: info@penpel.co.za

Please provide a clear description of the issue. Photos or video evidence may be requested to assist with troubleshooting and warranty assessments.

