AMERICAN PRINTING HOUSE

SIGHTCUE

APOLLO



USER MANUAL

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TABLE OF CONTENTS

Getting Started

1. Precautions ---------- 5
2. Battery Service Life ---------- 7
3. Package Contents ---------- 8
4. Instructions Before Use ---------- 9
5. Opening Apollo ---------- 10
6. Closing Apollo ---------- 11
7. Hardware Overview ---------- 12
8. Apollo Setup Wizard ---------- 15

Using the Magnifier

9. Magnifier ---------- 19
10. Magnifier Zoom Function ---------- 22
11. Magnifier Color Options ---------- 23
12. OCR Camera ---------- 25
13. OCR Interface ---------- 27
14. Handwriting Camera ---------- 28
15. Split Screen ---------- 29
16. Split Window ---------- 31
17. Windows Magnifier ---------- 33
18. How to use touch Bar ---------- 37

Apollo Applications

19. Application Carousel ---------- 38
20. Annotation ---------- 40
21. Graphing Calculator ---------- 42
22. E-Book Reader ---------- 45
23. Gallery ---------- 48

Settings and System Functions

24. System Settings ---------- 49
25. Settings ---------- 50
26. Add or Remove Apps ---------- 52
27. How to Add a Web Page to Apollo ---------- 53
28. Dual Monitor Mode ---------- 55
29. Exam Mode ---------- 56
30. Software Updates ---------- 58

Support and Information

31. Technical Specifications ---------- 59
32. Support ---------- 60
33. APH Customer Service ---------- 61

PRECAUTIONS

Please read this manual carefully to ensure safe and proper use of the product.

! Important!

- Negligent use or misuse of the product may cause a fire, personal injury, or serious damage. To prevent electric shock or fire:
  - Do not use damaged power plug or unsuitable outlet.
  - Do not touch power plug with wet hands.

- Misuse of the product may result in personal injury or damage to the unit.

- Use only the adapter supplied with the product. Other adapters may damage the unit.

- Do not use this unit in moist environments, such as a bathroom or shower room.

- Do not place heavy objects on the unit.

- Do not attempt to disassemble, remodel, or repair the unit. Doing so may damage the unit and will void the warranty.

- Keep the product out of direct sunlight and extreme temperatures, as the display may not work properly.
  - The recommended operating temperature is between 0 ~ 35 ^{o}C (32 ~ 95 ^{o}F)

BATTERY SERVICE LIFE

Apollo uses a rechargeable lithium-ion battery built into the Microsoft Surface tablet. The battery is designed to provide reliable operation, but its maximum capacity gradually decreases over time and with repeated charging cycles.

Battery life depends on several factors, including:

- Usage and frequency of use
- Charging habits
- Operating and storage temperature
- Storage conditions

The Microsoft Surface includes a **Smart Charging** feature that helps protect battery health by managing how the battery is charged. When Smart Charging is enabled, the Surface may limit the maximum charge level when it determines that maintaining a full charge is not necessary.

To help maintain battery performance, avoid prolonged exposure to extreme temperatures. Store and operate Apollo within the recommended temperature range specified in this manual.

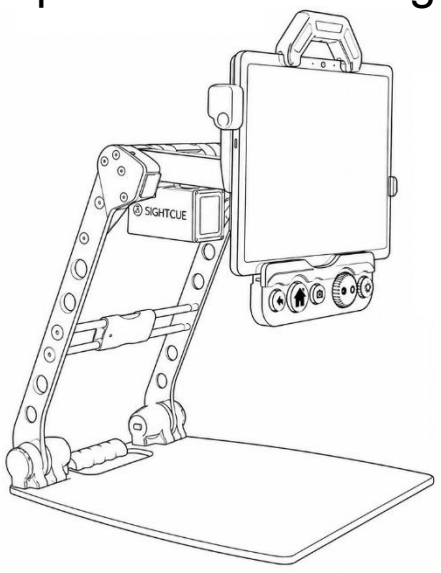
If Apollo begins operating for significantly less time between charges, the battery may have experienced normal capacity loss or may require service. **Do not attempt to replace or service the battery yourself.** The Surface battery is not user-replaceable.

If battery service is required, please contact **APH Customer Service** for assistance.

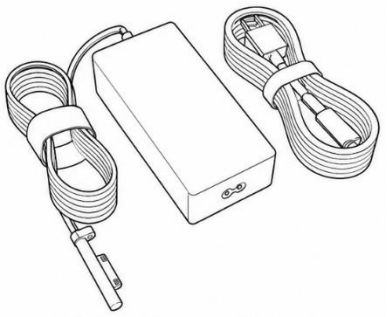
PACKAGE CONTENTS

Thank you for choosing APOLLO! Please ensure the following items are in the Apollo package.

1) Apollo Portable Magnifier



2) Power adapter



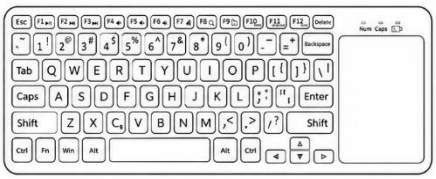
3) Apollo laptop bag



4) User Manual



5) Large Print Keyboard

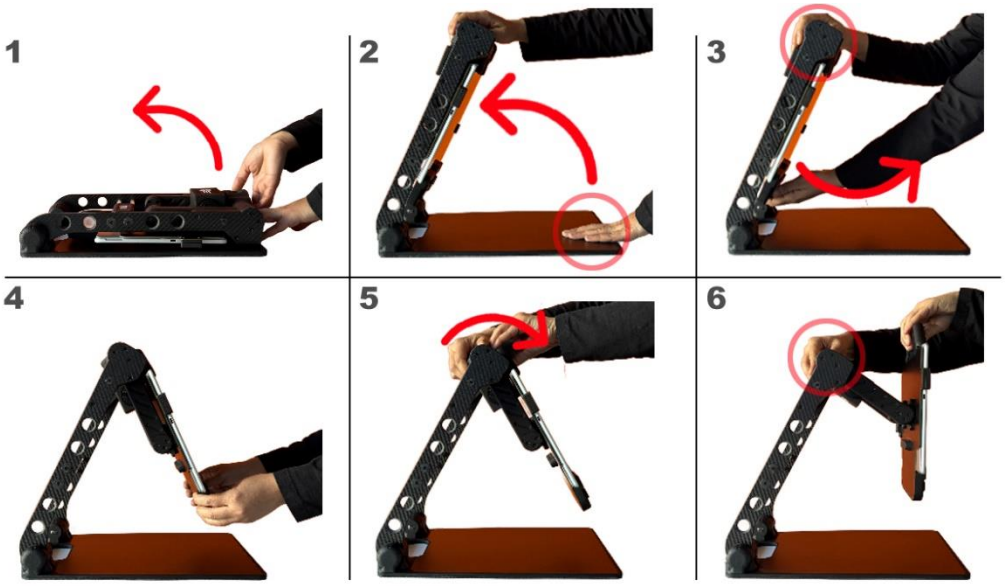


INSTRUCTIONS BEFORE USE

Before using Apollo:

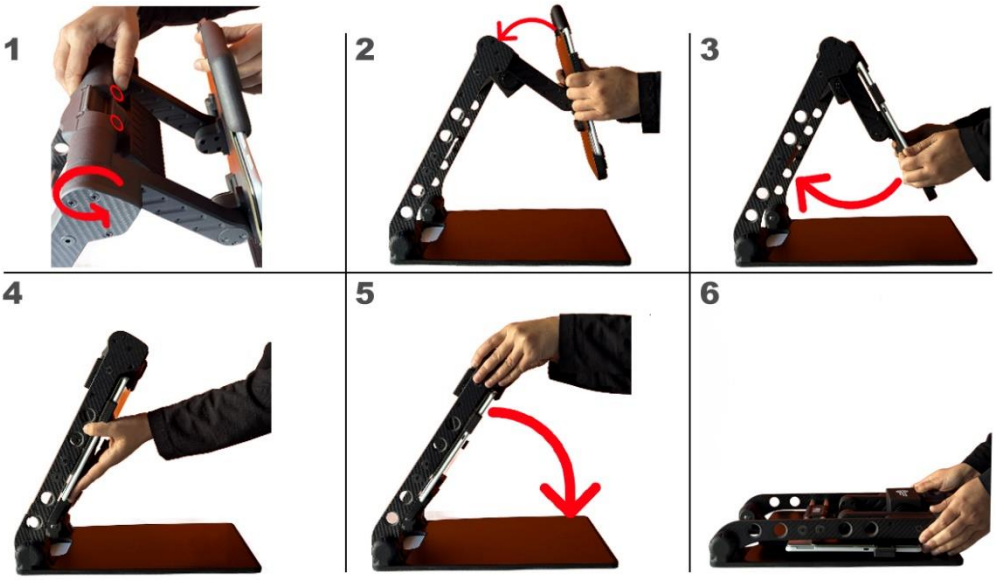
1. Fully charge the Surface Pro tablet.
2. Connect to Wi-Fi for updates and online features.
3. Connect the Large Print Keyboard if required.
4. Clean the camera lens using a soft microfiber cloth.

OPENING APOLLO



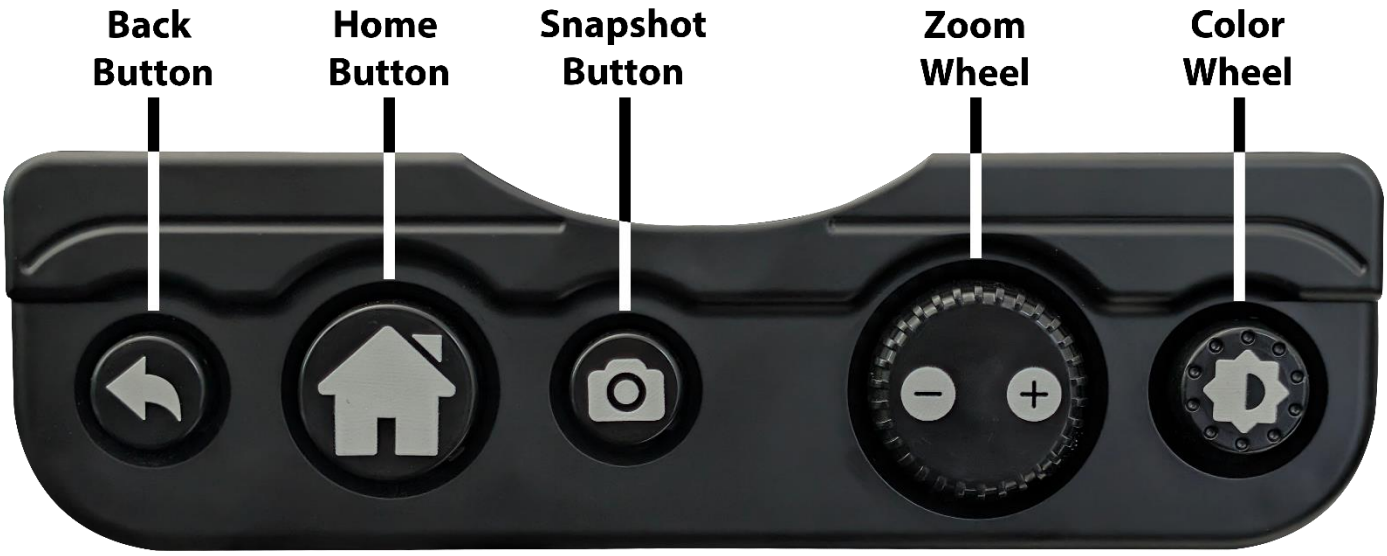
1. Place the Apollo on a stable flat surface. Hold the top section firmly and gently lift the upper frame upward from the folded position.
2. Continue lifting the frame until the arm reaches the upright support position.
3. Pull the display section outward and away from the arm to begin opening the viewing position.
4. Hold the display with both hands and slowly adjust the screen angle for comfortable viewing.
5. Rotate the top hinge forward until the display is positioned correctly above the reading table.
6. Ensure the display and arm are fully opened and securely positioned before use.

CLOSING APOLLO



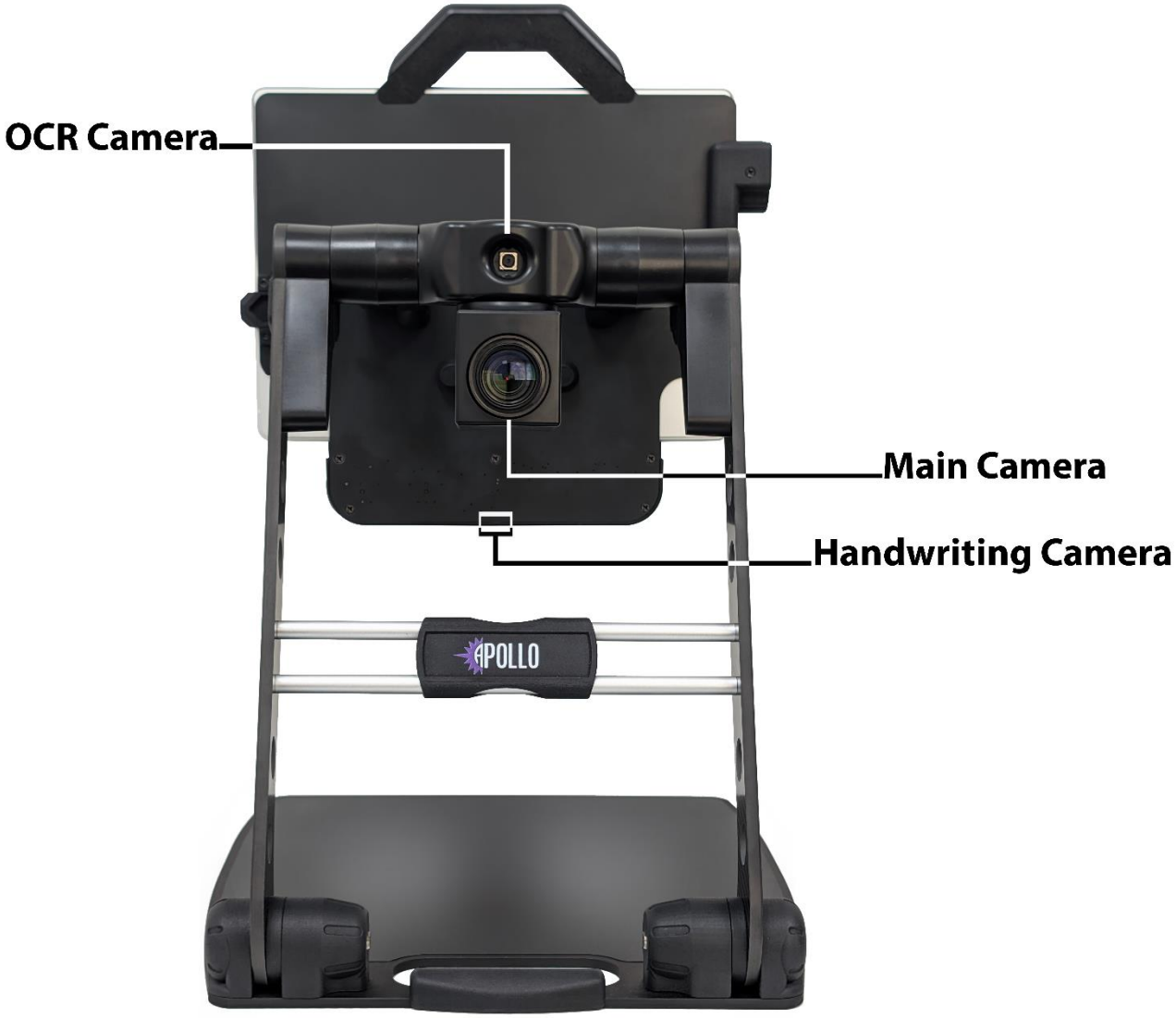
1. Before folding the unit, align the magnetic points correctly so the display can close securely against the frame.
2. Hold the top section and gently push the display inward toward the main arm.
3. Support the lower frame with one hand while guiding the upper section downward.
4. Fold the display arm inward carefully toward the center frame.
5. Continue lowering the upper section until the frame is almost flat against the base.
6. Press gently until the Apollo is fully folded and securely closed in the portable position.

HARDWARE OVERVIEW



1)		**Back Button**	Returns to previous screen.
2)		**Home Button**	Returns to Apollo Home Screen.
3)		**Snapshot Button**	Captures and freezes images.
4)		**Zoom Wheel**	Adjusts magnification from 1x to 20x.
5)		**Color wheel**	Changes color modes.

HARDWARE OVERVIEW



1. OCR Camera

Used for reading printed documents and OCR text recognition.

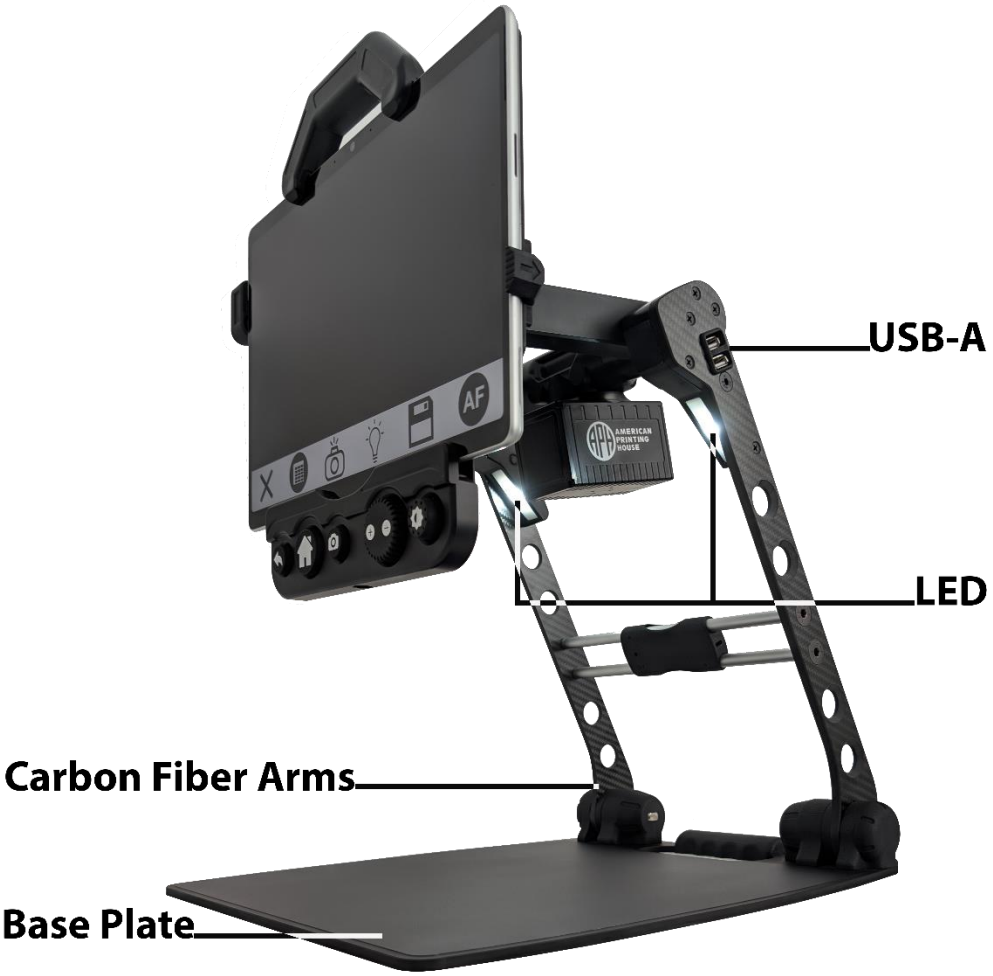
2. Main Camera

Used for viewing whiteboards, presentations, classrooms, and distant objects.

3. Handwriting Camera

Used for writing, signing documents, and close-up handwriting tasks

HARDWARE OVERVIEW



1. Carbon Fiber Arms
Lightweight support arms used to hold and adjust the display and camera system.

2. USB-A Ports
Used for connecting keyboards, USB drives, and accessories.

3. Base Plate
Used for placing books, documents, and objects during viewing.

4. LED Lighting
Built-in lights that improve visibility and image clarity.

APOLLO SETUP WIZARD

POWER BUTTON



Boot Screen

Press the power button on the Surface tablet to turn on the device and wait for Apollo to load.



Welcome Screen

Press Next to begin the Apollo setup process.



Color Options

Select the display colors that are easiest for you to see.



Zoom Level

Adjust the screen magnification from 1x to 60x based on your preferred viewing size and comfort level.



Speech Options

Choose your preferred language and voice settings.



Voice Rate

Adjust how fast Apollo speaks during voice feedback.



Pointer Options

Configure the visibility and speed of the on-screen pointer.



Magnifier on Startup

Choose whether magnification should start automatically when Apollo turns on.



Wi-Fi Setup

Connect Apollo to a wireless internet network.



Bluetooth Setup

Pair the large Bluetooth keyboard by following the on-screen instructions, then press Next once connected.



Finishing Up

Apollo is saving your settings and completing setup.



Apollo Desktop

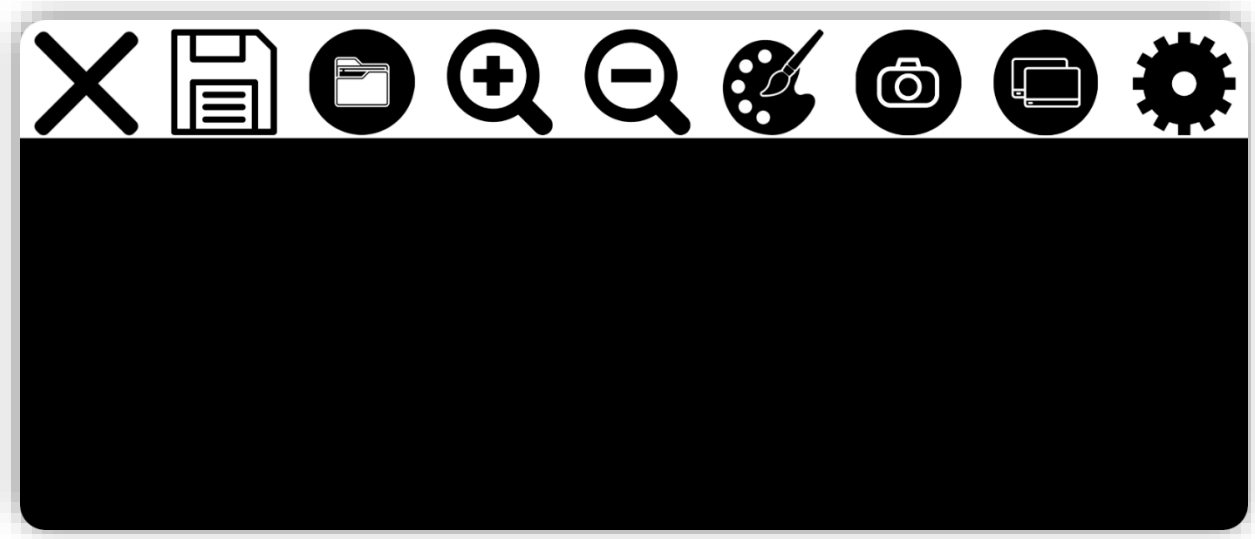
Apollo setup is complete and the Apollo Desktop home screen is now ready to use.

First-Time Setup Only

The Setup Wizard helps you configure Apollo during the initial startup. This setup process only needs to be completed once.

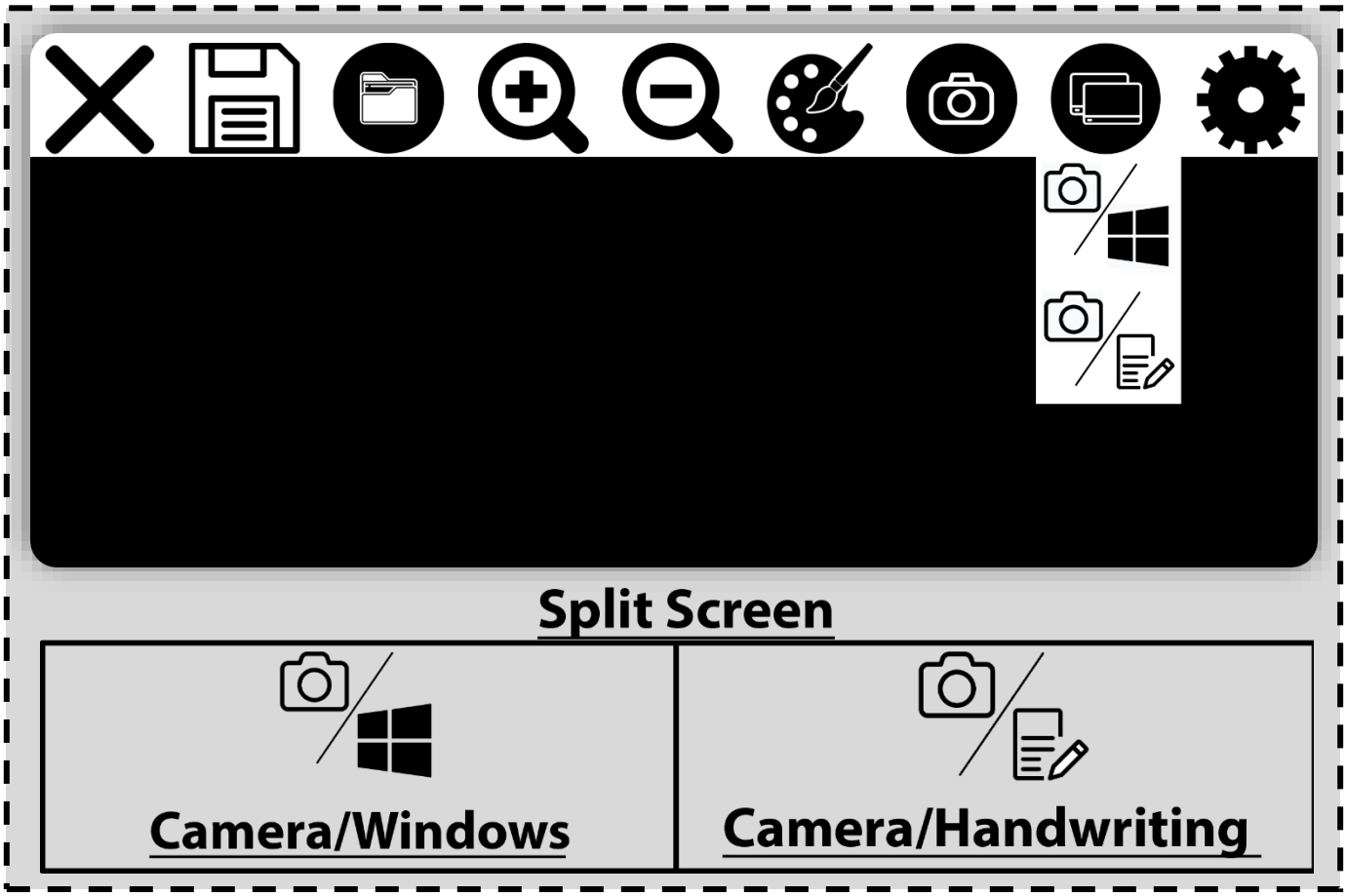
After the setup is complete, Apollo will automatically start in **Magnifier Mode** each time it is powered on, and the **Setup Wizard** will not appear again during normal use.

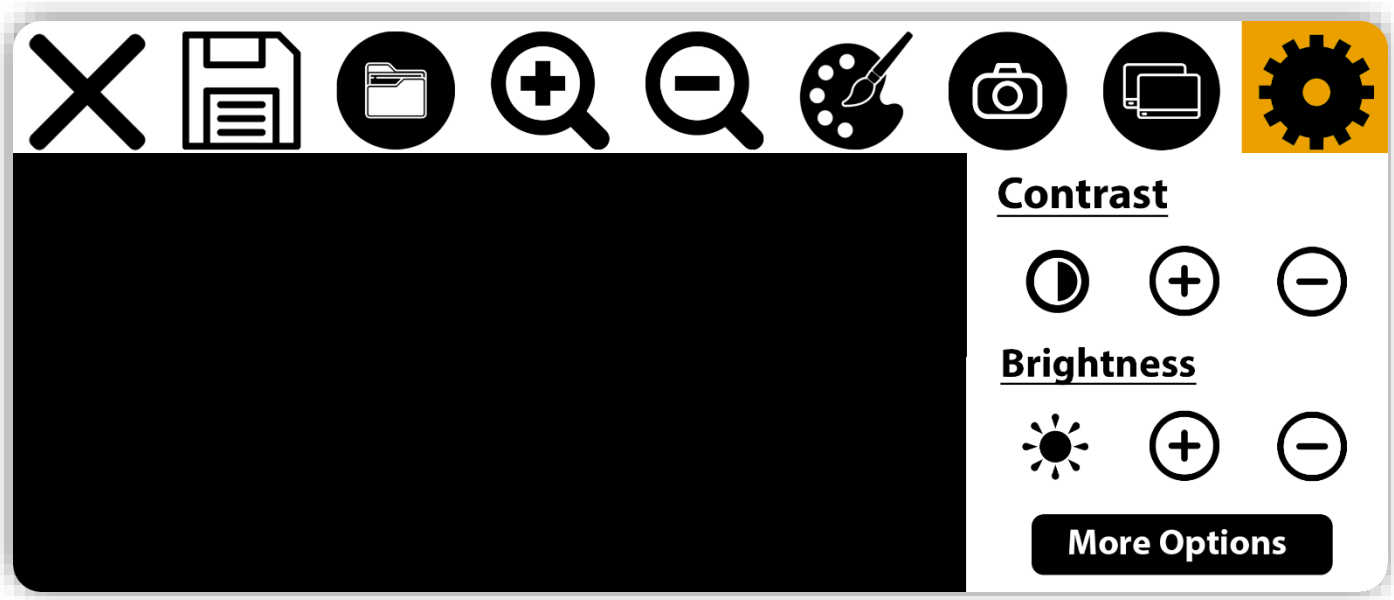
MAGNIFIER



	Exit	Exit magnifier to Apollo Desktop
	Save Images	Saves the captured image to C:\Users\Apollo\Pictures\Apollo. You can also find them in the **Saved Images** folder.
	Saved Images folder	Opens previously captured images saved in the Apollo image folder.
	Zoom In	Increase magnification up to 20x.
	Zoom Out	Decrease magnification level.
	Color Modes	Change display color and contrast viewing modes
	Camera Switch	Switch between: Main Camera, Handwriting Camera and OCR camera
	Split Screen	Enable split screen viewing between: Windows/Main Camera OR Main Camera/Handwriting Camera
	Settings	Open Magnifier application settings and preferences.


Switch Camera
Exit Split Screen
Handwriting Camera
OCR Camera


Split Screen
Camera/Windows
Camera/Handwriting



More Options

Color Modes

Orignal	Original	ABC 123	White on Black
Black on White	ABC 123	ABC 123	Yellow on Black
Black on Yellow	ABC 123	ABC 123	Green on Black
Black on Green	ABC 123	ABC 123	Red on Black
Black on Red	ABC 123	ABC 123	Yellow on Blue
Blue On Yellow	ABC 123	Grayscale	Grayscale

MAGNIFIER ZOOM FUNCTION



Zoom In and Zoom Out

The device supports **two types of zooms**:

- **Optical Zoom:** from **1x to 8x**
- **Digital Zoom:** from **8x to 20x**

You can adjust the zoom in **two ways**:

Method 1 – Using the On-Screen Buttons

- Press the **+** icon to zoom in.
- Press the **–** icon to zoom out.

Method 2 – Using the Zoom Knob

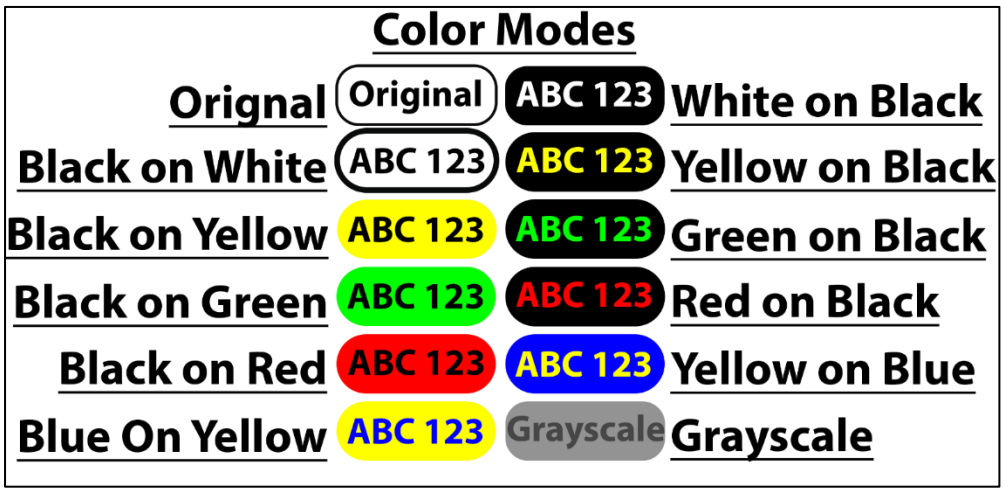
- Turn the **zoom knob clockwise** to zoom in.
- Turn the **zoom knob anticlockwise** to zoom out.

Zoom Range

- Up to **8x**, the camera uses **optical zoom** for a clearer image.
- From **8x to 20x**, the camera switches to **digital zoom**.

MAGNIFIER COLOR OPTIONS

The device offers multiple color and contrast viewing modes to improve reading visibility.



Method 1 – Using the Color Wheel

1. Rotate the **Color Wheel clockwise** to move forward through the color modes.
2. Rotate the **Color Wheel anticlockwise** to move backward through the color modes. Continue rotating until the required color mode is displayed.

Return to Original Mode

- Press the **Color Wheel once** to quickly return to the original viewing mode from any color mode.

Method 2 – Using the Palette Icon

- Tap the **palette icon** on the screen to change between the available color modes.



ORIGINAL



BLACK ON WHITE



BLACK ON GREEN



BLACK ON RED



BLACK ON YELLOW



BLUE ON YELLOW



WHITE ON BLACK



GREEN ON BLACK



RED ON BLACK



YELLOW ON BLACK



YELLOW ON BLUE

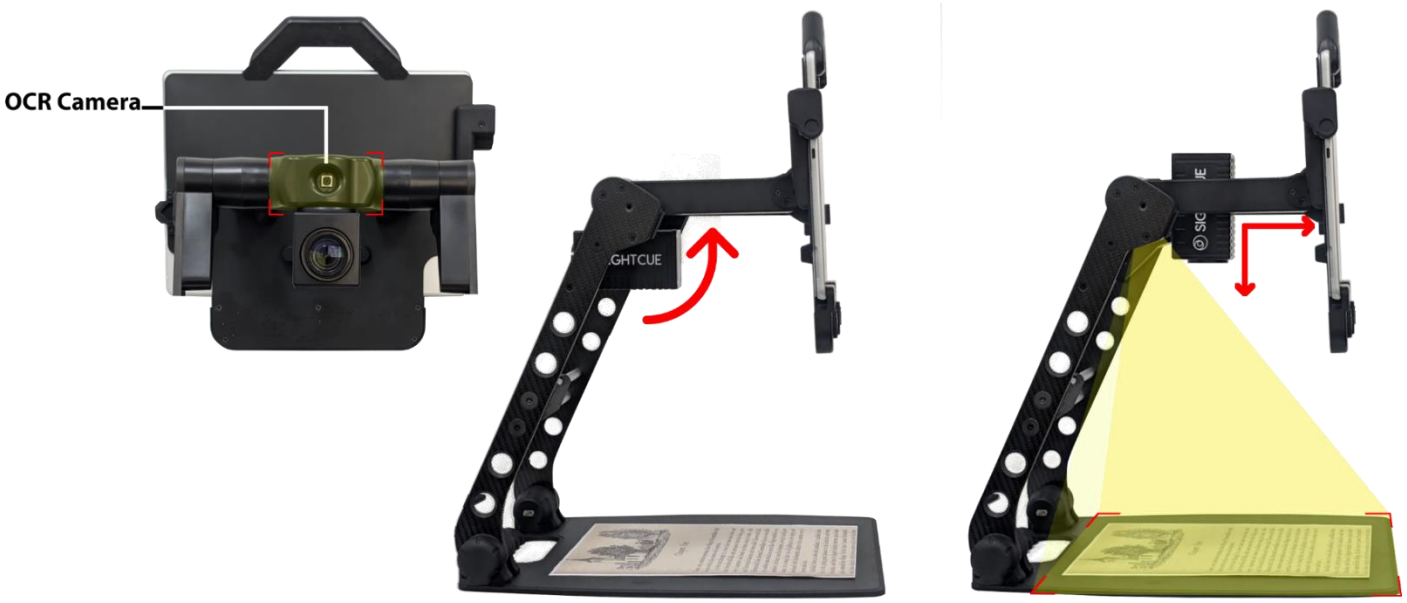


GRAYSCALE

OCR CAMERA

OCR (Optical Character Recognition)

OCR converts printed text into readable digital text, making documents easier to read and navigate.



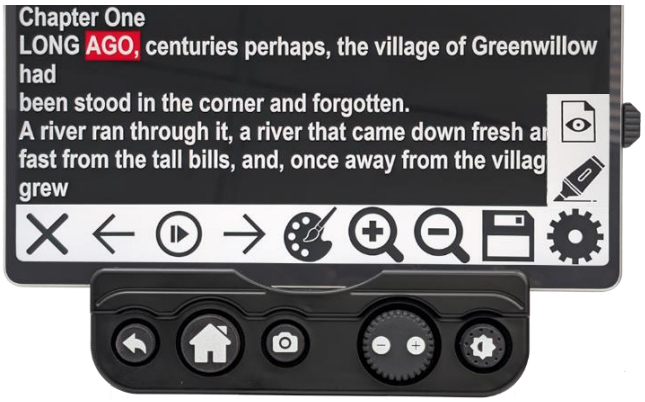
Using OCR Camera

1. Place the book, page, or any document you want to read on the Base Plate.
2. Rotate the camera 90° as shown in the image so that the camera is facing the document and the page is visible in the viewing window.
3. From the camera options, select OCR Camera.
4. Adjust the camera position or the document placement until the entire document is clearly visible in the viewing window.



	Exit	Closes the menu and returns to the previous screen.
	Graph/ Chart Mode	Optimizes the image for viewing graphs, charts, tables, and other detailed visual content.
	Text Mode	Optimizes the image for reading paragraphs, books, documents, and other text-based content.
	OCR	Converts printed text into digital text that Apollo can read aloud and display on the screen.
	LED On	Turns on the built-in LED light to improve visibility and illumination.
	LED Off	Turns off the built-in LED light.
	Save Image Folder	All captured images will be saved in C:\Users\Apollo\Pictures\Apollo.

OCR INTERFACE



	Exit	Exit magnifier to Apollo Desktop
	Previous Paragraph	Moves to the previous paragraph in the OCR text.
	Play/Pause	Starts or pauses text-to-speech reading of the OCR text.
	Next Paragraph	Moves to the next paragraph in the OCR text.
	Color Modes	Change display color and contrast viewing modes
	Zoom In	Increase magnification up to 20x.
	Zoom Out	Decrease magnification level.
	Save Image Folder	All captured images will be saved in C:\Users\Apollo\Pictures\Apollo.
	Settings	Open Magnifier application settings and preferences.
	Highlight Color	Changes the highlight color used to mark recognized text in OCR mode.
	OCR Display Mode	Changes the OCR display mode to suit different reading preferences.

HANDWRITING CAMERA

Handwriting Camera

The Handwriting Camera is designed to help you view and read handwritten notes, letters, forms, and other handwritten documents.

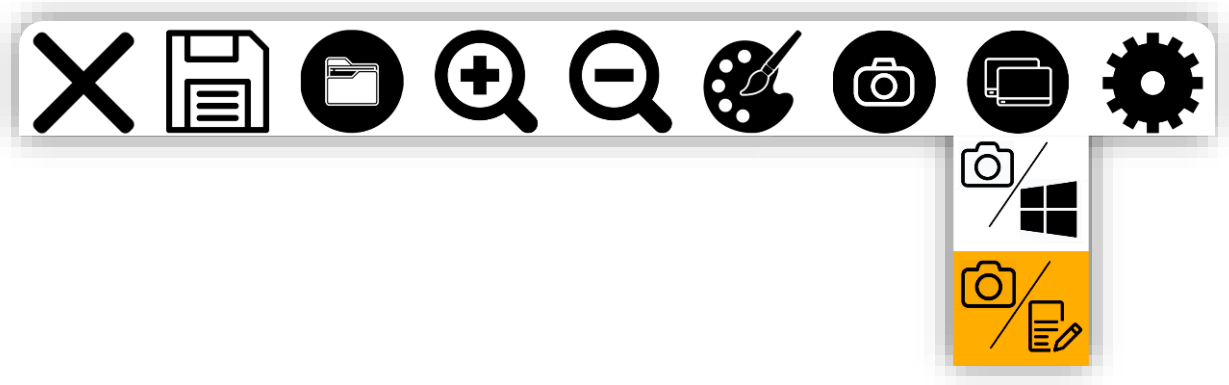


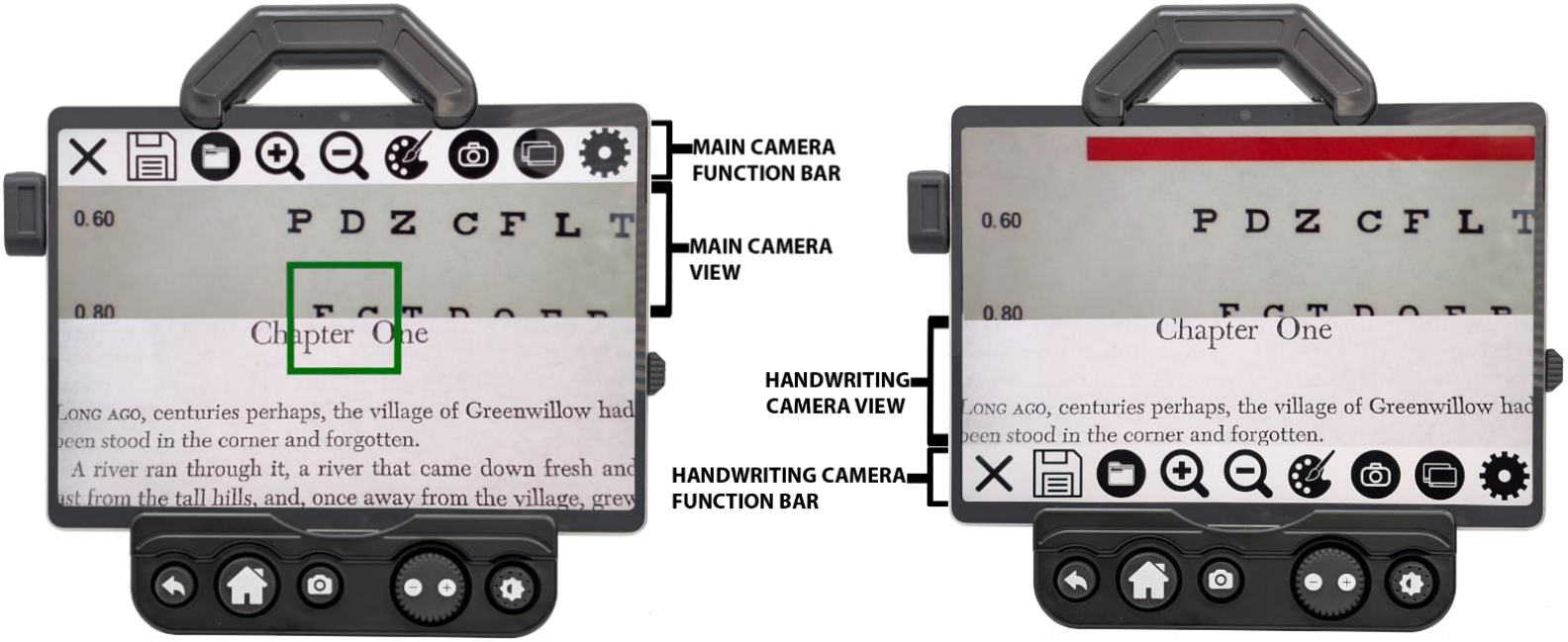


Using the Handwriting Camera

1. Place the handwritten document on the Base Plate.
2. Position the camera so that it is facing the document and the page is visible in the viewing window.
3. From the camera options, select Handwriting Camera.
4. Adjust the camera position, zoom level, or document placement until the handwriting is clear and easy to read.

SPLIT SCREEN





Split Screen

Split Screen allows you to use the **Main Camera** and **Handwriting Camera** at the same time. You can view and control both cameras simultaneously, with each camera providing its own view and controls.

Using Split Screen Mode

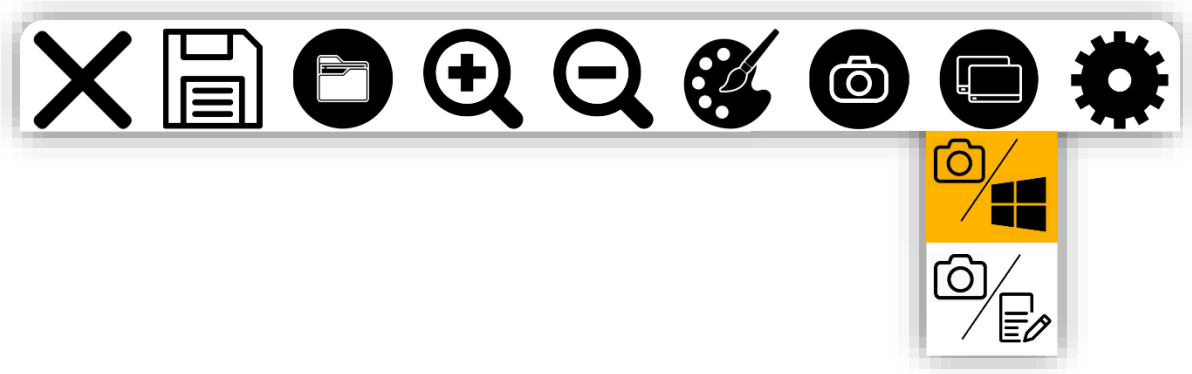
1. To control a camera, tap on the camera view to display its Function Bar.
    - Each camera has its own Function Bar and settings.
    - You can independently adjust functions such as Zoom, Color Modes, Brightness, and other camera controls for each camera.
2. To focus a camera, tap on the area of the document you want to view clearly.
    - A focus square will appear on the screen.
    - When the square turns green, the camera has successfully focused on the document.

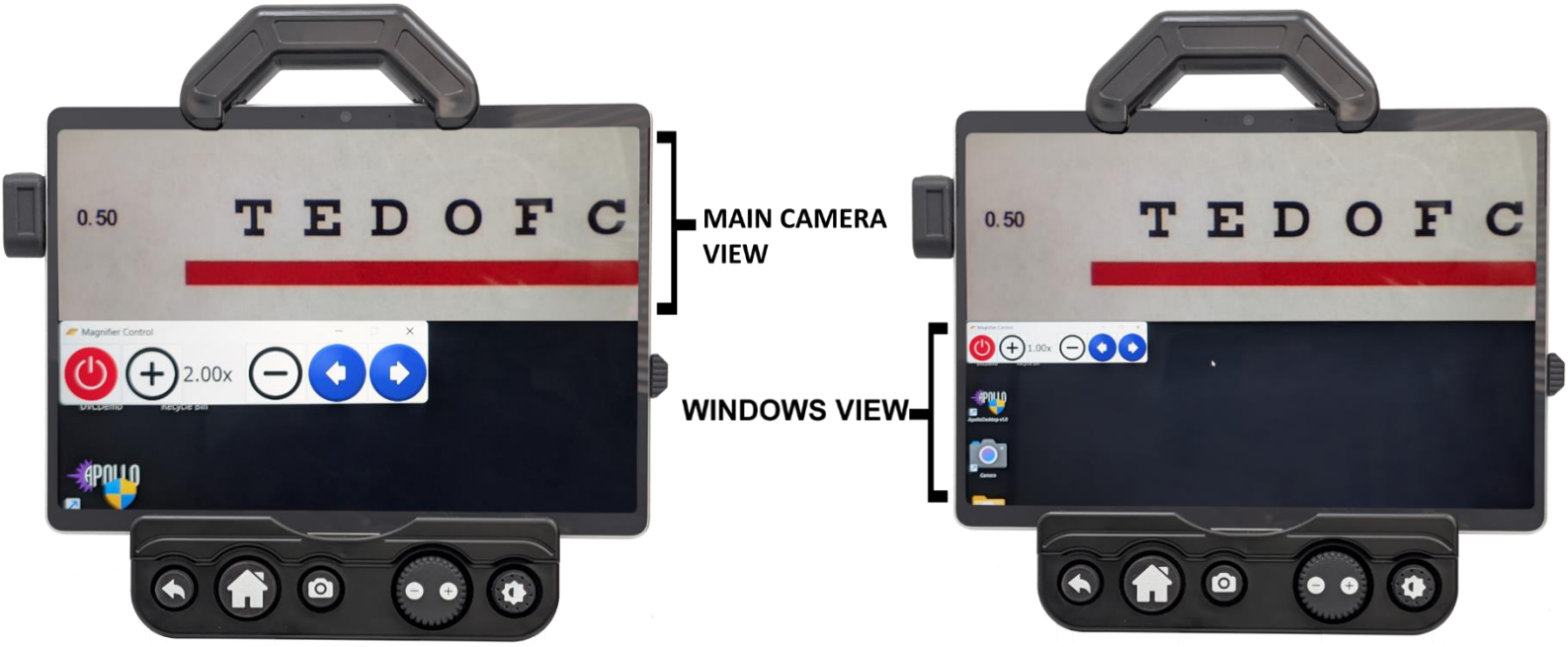
Exiting Split Screen

To exit Split Screen Mode, tap the icon “” located below the Camera icon.

- The display will return to Single Camera Mode.

SPLIT WINDOW





Split Window

Split Window allows you to use the Main Camera and Windows at the same time. You can view the Main Camera while using Windows simultaneously.

Using Split Window

1. Main Camera View

- Use the **Zoom wheel** to zoom in or out on the Main Camera.
- Use the **Color wheel** to change the camera display color.

2. Windows View

- Use the **+** icon on the screen to magnify the Windows View.
- Use the **−** icon to reduce the magnification.
- The Windows View can be magnified from **1× to 16×**.
- **1×** displays the Windows screen at its original size without magnification.

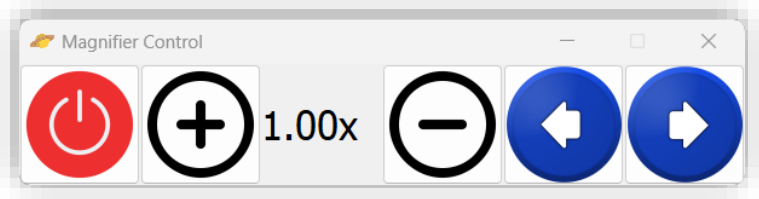
Exiting Split Window

When you are finished, press the Back button to return to the Magnifier.

WINDOW MAGNIFIER

Windows Magnifier

When you are not using the Apollo software and want to use the tablet like a regular Windows tablet, you can use the **Magnifier Control** to magnify the screen according to your needs.



Opening Windows Magnifier

1. Go to the **Home Screen**.
2. Tap the **Settings** icon in the **top-right corner**.
3. Select **Exit to Desktop**.
4. A confirmation message will appear. Select **Yes**.
5. The **Magnifier Control** will appear in the **top-left corner** of the windows screen.

	Full Screen View	Tap to view the screen at **1×**. Tap again to return to the previous magnification level.
	Zoom In	Tap to increase the magnification of the Windows screen.
	Zoom Out	Tap to decrease the magnification of the Windows screen.
	Previous Color	Tap to change to the previous available screen color.
	Next Color	Tap to change to the next available screen color.

On-Screen Controls

- Use the **on-screen controls** to navigate the Magnifier and select available options.
- The Magnifier can enlarge the Windows screen from **1.00x to 16.00x**, with 1.00x showing the screen at its normal size.





Apollo Physical Controls

- Use the **Zoom Wheel** to zoom in or out of the screen.
- Use the **Color Wheel** to change the screen color.
- Press the **Snapshot Button** to capture a screenshot. The screenshot will be saved to the following folder: C:\Users\Apollo\Pictures\Apollo

Home Button Functions

The Home button provides different functions depending on how it is pressed.

Press Once

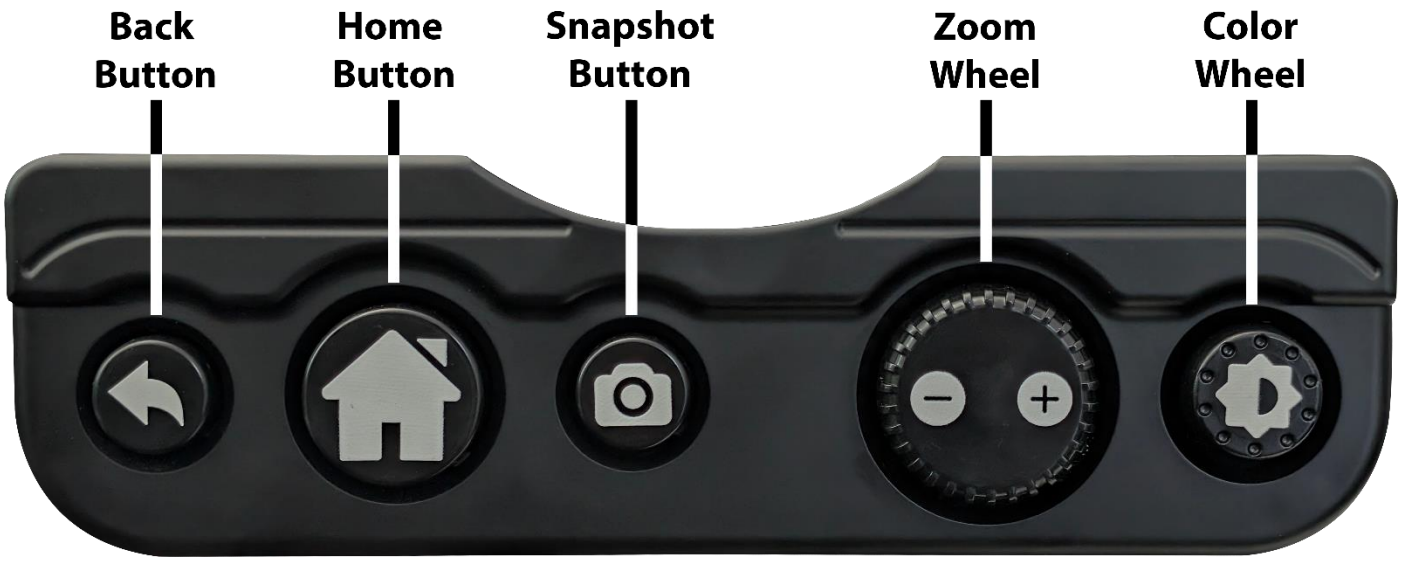
- From Magnifier: Returns to the Apollo Application Carousel.
- From the Apollo Application Carousel: Opens the Magnifier.
- From the Windows Desktop: Opens the Apollo Magnifier. You will hear “Exit Desktop” to confirm that you are returning to Apollo.

Press and Hold

- From the Apollo software: Continue holding the Home button until you hear “Desktop.”
- Release the Home button as soon as you hear “Desktop” to switch to the Windows Desktop.

Exiting Windows Magnifier

- To return to the Apollo software, **press the Home button**.
- To close the Magnifier Control and remain on the Windows desktop, **press the Back button**.



	Back Button	Close the Magnifier Control
	Home Button	Return to the Apollo software
	Snapshot Button	Captures and freezes images.
	Zoom Wheel	Adjusts magnification from 1x to 16x.
	Color wheel	Change color modes.

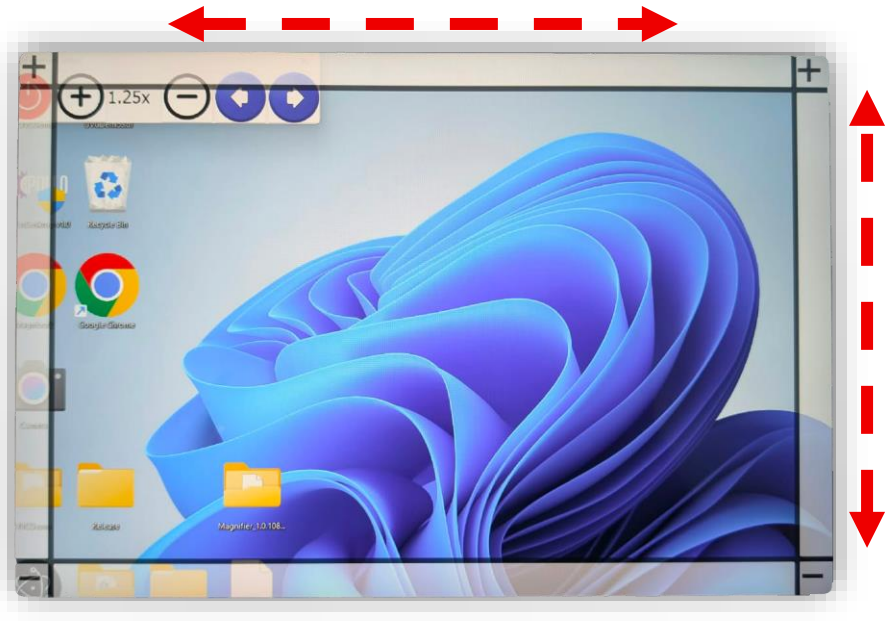
A Word of Caution

Installing screen readers or magnifiers from outside Apollo is not supported and may interfere with how Apollo normally works. APH Customer Service cannot troubleshoot or resolve issues caused by unsupported accessibility software.

HOW TO USE THE TOUCH BARS

How to Use the Touch Bars

When you are viewing the Windows Desktop, Touch Bars appear in the corners of the screen. The Touch Bars include **+** and **–** controls for adjusting the zoom level.



When the screen is zoomed in, use the Touch Bars to navigate around the screen:

- **Swipe up or down** on the Touch Bar to move vertically.
- **Swipe left or right** on the Touch Bar to move horizontally.
- Use the Touch Bars to view different areas of the screen while zoomed in.

To close the Touch Bars, zoom out completely. An **X** will appear next to the **+** button in the top-right corner. Select the **X** to close the Touch Bars.

APPLICATION CAROUSEL

The Application Carousel is where you'll find Apollo's main apps: Magnifier, Annotation, Graphing Calculator, Gallery and E-Book Reader.



1. **Magnifier**

   Main live camera magnification application used for viewing documents, objects, and distant materials.

2. **Annotation**

   Allows users to draw, write, and annotate on captured images.

3. **Graphing Calculator**

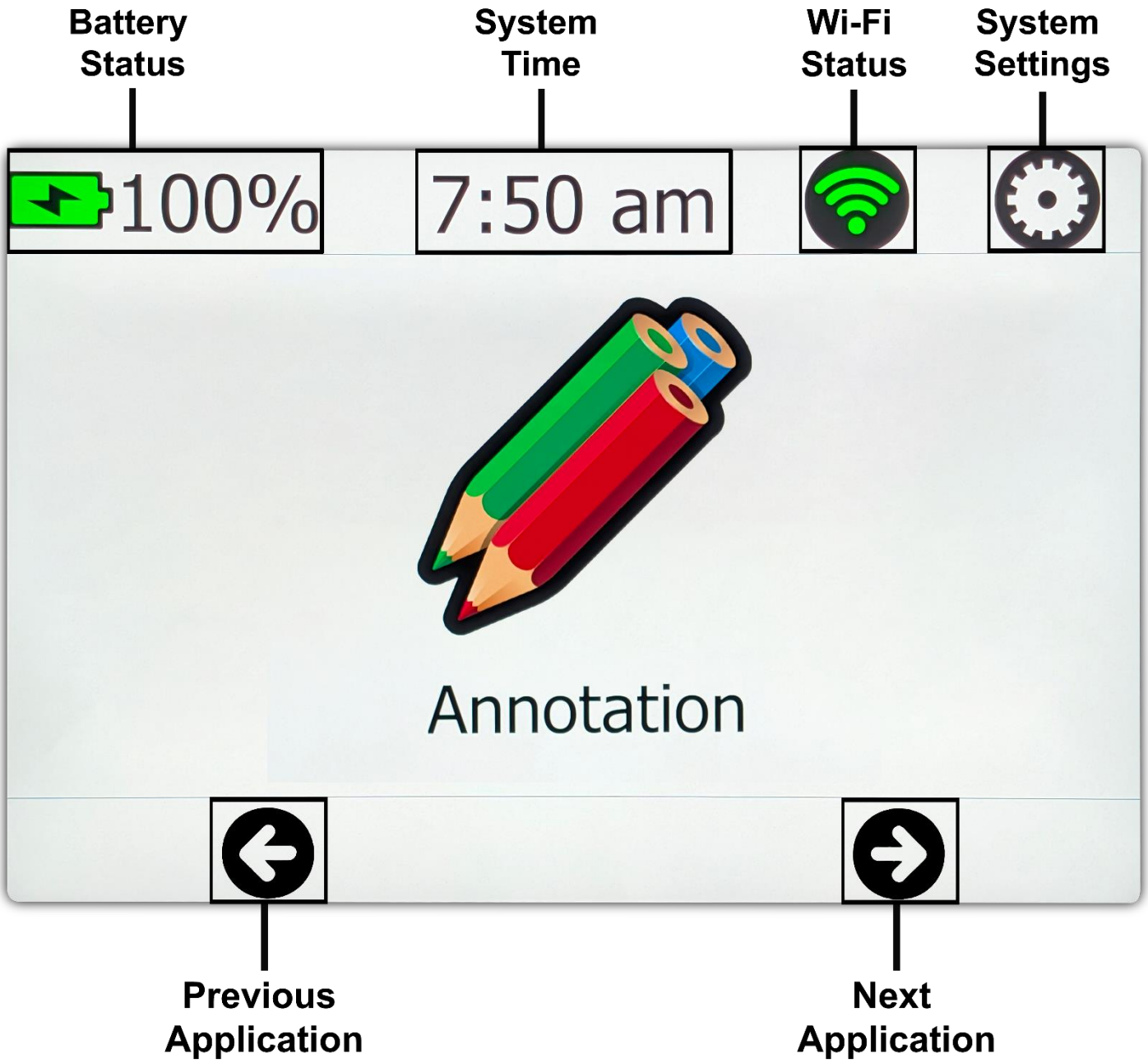
   Accessible calculator with simple, scientific, and graphing functions.

4. **Gallery**

   Used to view saved images, screenshots, and OCR text files

5. **eBook Reader**

   Accessible digital reading application with text-to-speech support.



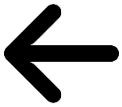
Apollo Physical Controls

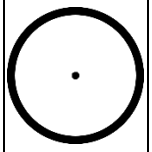
	Home Button	Press **Home** to enter the Magnifier or return to the **Application Carousel**.
	Zoom Wheel	Zoom in for one app, or zoom out to view all applications in the Carousel.
	Color wheel	Change the background color of the Carousel.

ANNOTATION

Annotation lets you write or draw on an image to help with studying. You can use it to highlight important information, circle words or diagrams, add notes, or mark areas you want to remember.

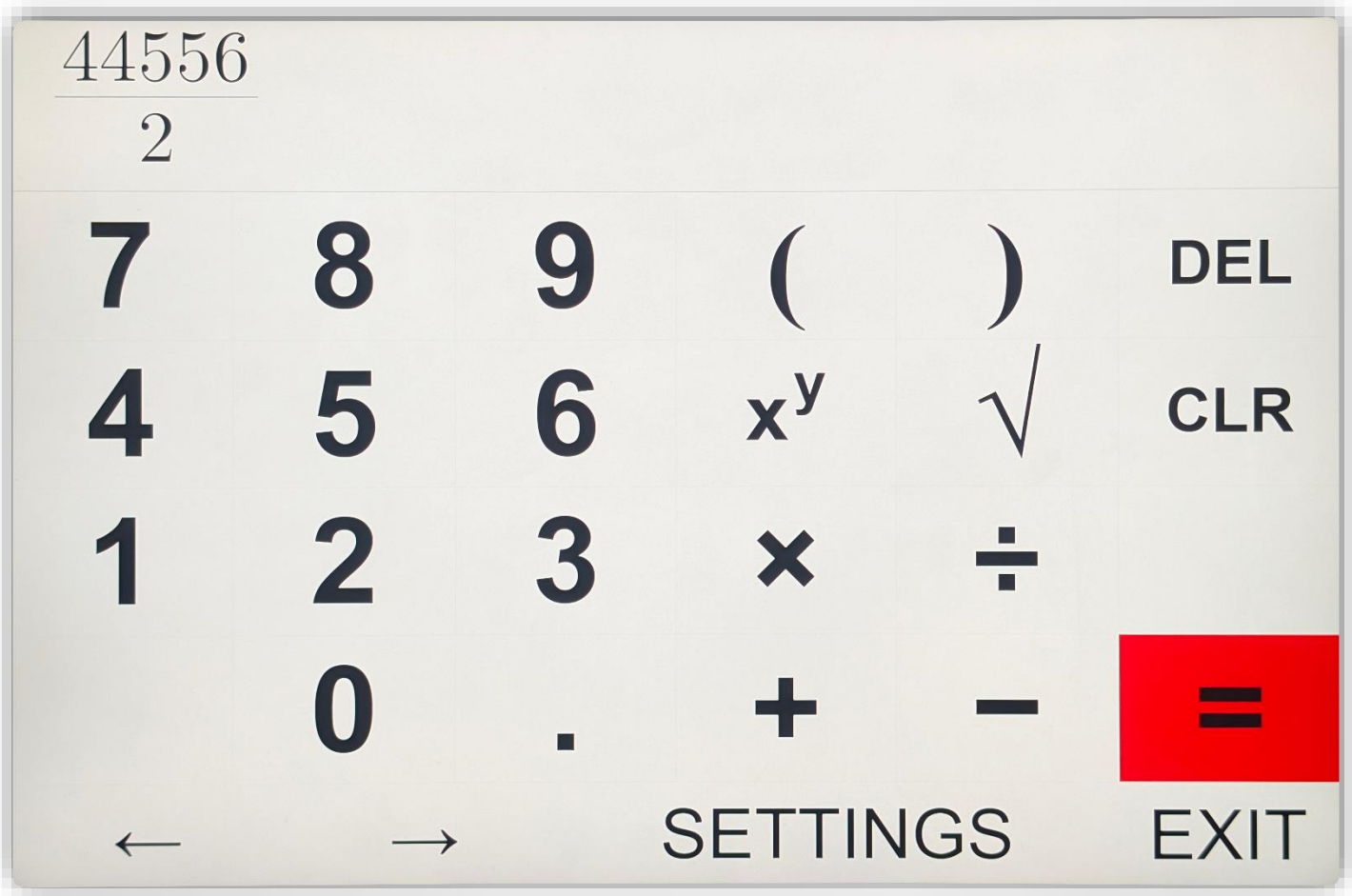


	Back	Closes Annotation and returns to the previous screen.
	Save Image Folder	Saves your annotated image.
	Undo	Removes the last mark or change you made.

	Marker Color	Changes the color of the marker. Available colors include: **Pink, White, Black, Yellow, Red, Green, Blue, Purple, and Orange.**
	Writing Tool	Tap the icon to switch between Eraser, Pen, Text, and Highlighter. The selected function will be shown on the screen.  Eraser Pen Highlight Text
	Highlight Size	Changes the size of the highlighter. 
	OCR	Converts text in the image into digital text that can be displayed and read aloud.

GRAPHING CALCULATOR

The Graphing Calculator works like a standard calculator, with a few extra tools built for Apollo.



Editing an Equation

Use the left and right arrow icons at the bottom of the screen to move the cursor within an equation. You can position the cursor where needed to add, remove, or modify characters in the equation.

Changing Calculator Settings

Open Settings to adjust:

- Mode: Choose **Simple, Scientific,** or **Graphing** mode depending on the type of calculation you want to perform.
- Degree Mode: Choose **Degrees** or **Radians** when working with angles and trigonometry.
- Line Width: Adjusts the thickness of graph lines from **0% to 100%**.
- Line Color: Changes the color of the graph line.



- Theme Color: Changes the color combination used for the calculator interface.



- **Show Grid:** To show or hide the grid lines, open **Settings** and scroll down to **Show Grid**. Select the **Enabled** or **Disabled** option as desired. When enabled, the grid helps you see the position and spacing of points and curves on the graph.

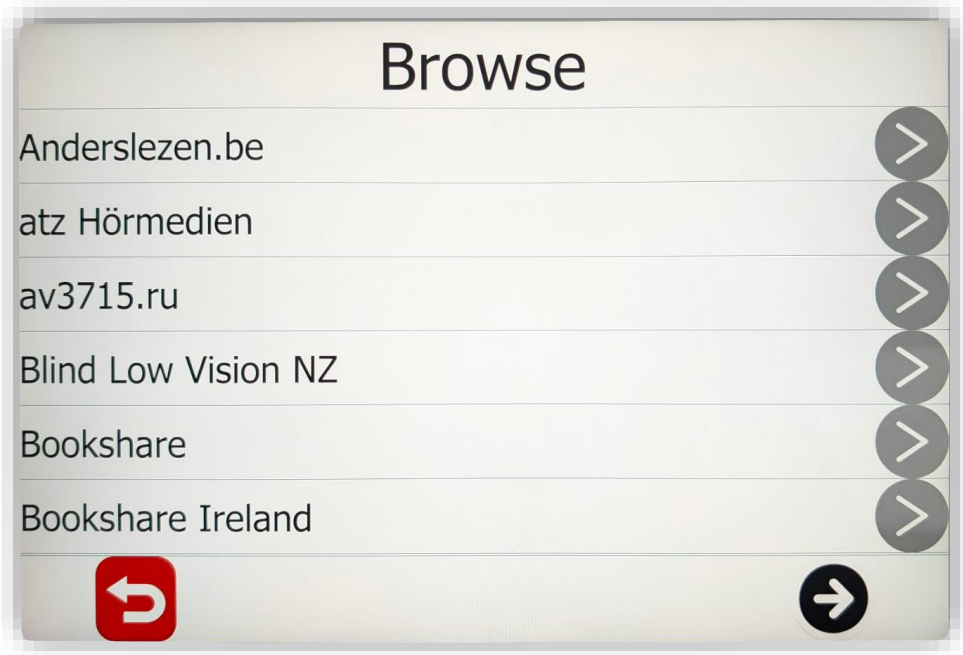
- **Polar Mode:** To show or hide the polar grid, open **Settings** and scroll down to **Polar Grid**. Select the **Enabled** or **Disabled** option as desired. When enabled, the polar grid helps you work with equations that use polar coordinates.

E-Book Reader

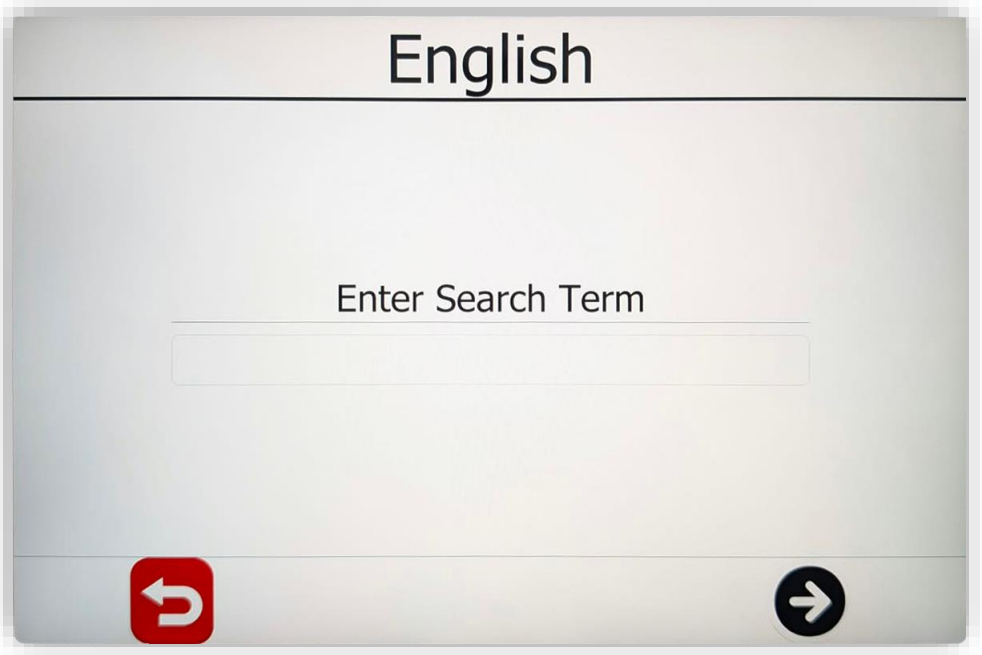
The E-Book Reader lets you read books on Apollo, with controls made for easy navigation and listening.

Open the E-Book Reader to find and read your books.

- **My Books** — Opens the books already added to your E-Book Reader.
- **Browse Books** — To browse for books, select Browse Books to open the eBook Library. Depending on the library, you may need a subscription or account. You can log in to supported services directly from the Apollo eBook Reader.

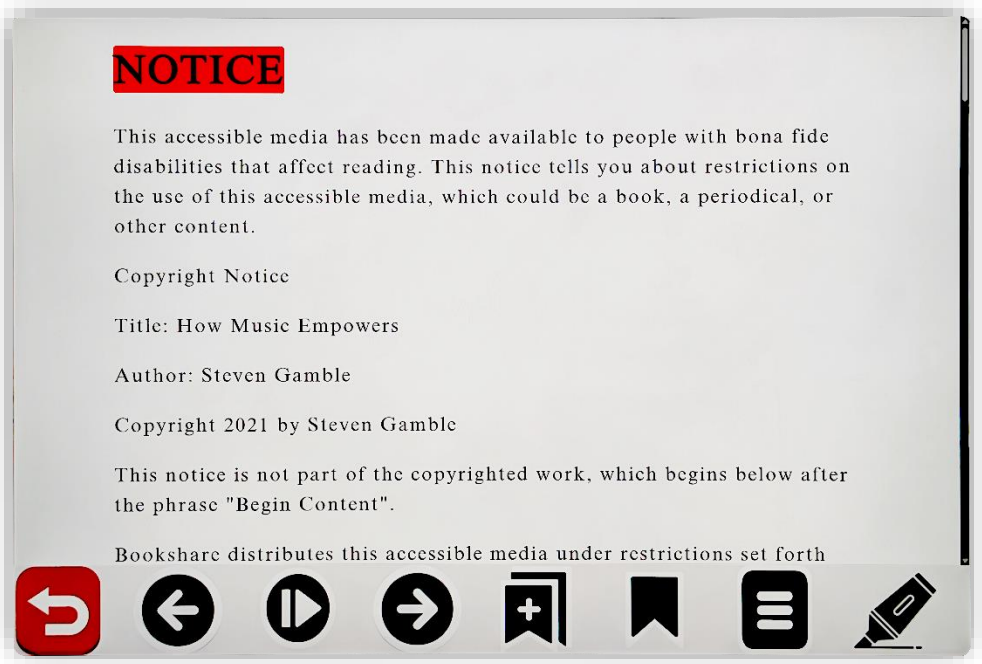


Swipe right to select the **right arrow** to access **Project Gutenberg**. Project Gutenberg will ask you to select a language. After selecting a language, you can search and browse the free books available in its library.



- **Load Books** — Lets you open a book that is already saved on your tablet.

Once the book is open, you can use the available controls to read and navigate through the book.



	Back	Returns to the previous screen.
	Previous Paragraph	Moves to the previous paragraph.
	Play/Pause	Starts or pauses reading aloud.
	Next Paragraph	Moves to the next paragraph.
	Add Bookmark	Adds a bookmark to the current location.
	Bookmarks	Opens a list of saved bookmarks so you can quickly return to them.
	Sections	Opens the book's sections and allows you to go directly to a specific section or chapter topic.
	Highlight Color	Changes the color used to highlight text.

GALLERY

Gallery allows you to view images, screenshots, and saved files on Apollo.

Opening Gallery

1. From the Apollo Home Screen, open the Application Carousel.
2. Select Gallery.
3. Select an available image or file to open it.

Gallery can be used to review images and screenshots that have been saved on Apollo.

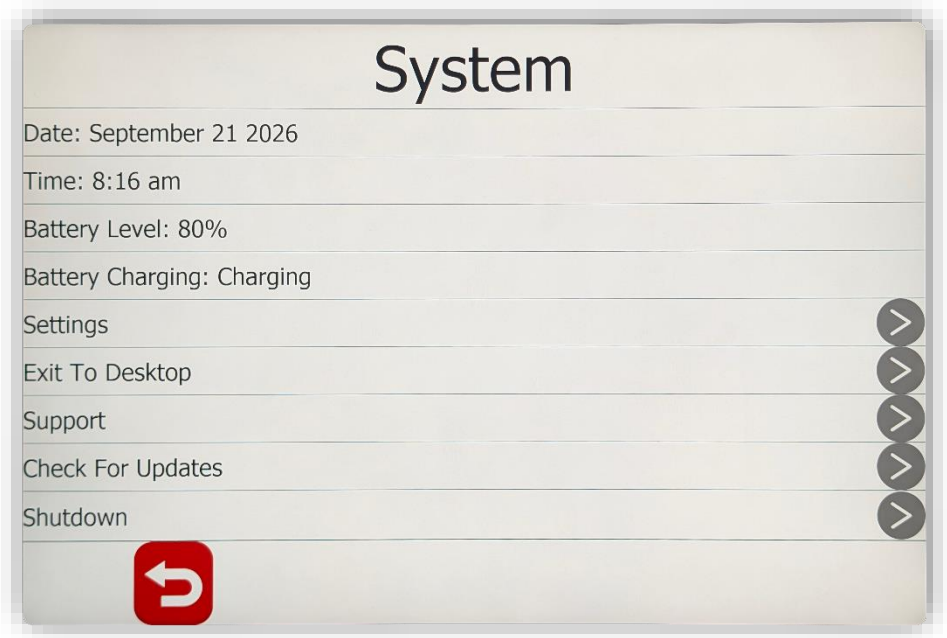
Images captured using the Apollo camera can also be found in:

C:\Users\Apollo\Pictures\Apollo

Use the available controls in Gallery to view and navigate through your saved content.

SYSTEM SETTINGS

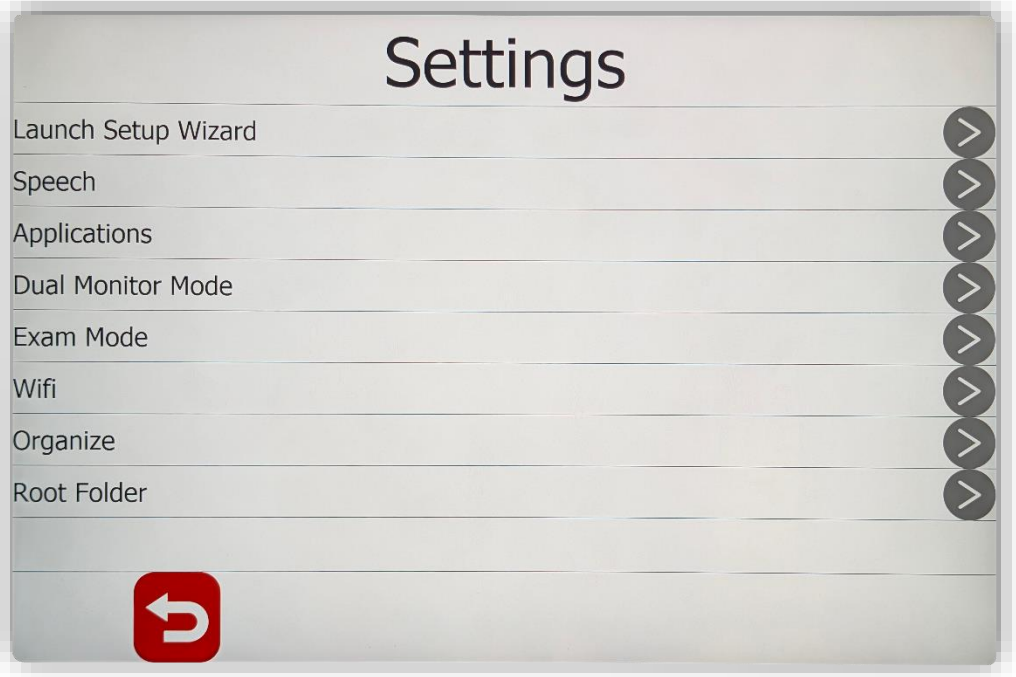
The System Settings screen provides quick access to important system information and controls.



1. **Date:** Displays the current date.
2. **Time:** Displays the current time.
3. **Battery Level:** Displays the current battery charge level.
4. **Battery Charging Status:** Shows whether the battery is currently charging.
5. **Settings:** Opens the Settings menu, where you can change Apollo's system and application settings.
6. **Exit to Desktop:** Exits Apollo and opens the Windows Desktop.
7. **Support:** Provides remote support from a support technician. Select Support to display the Support ID. Provide this ID to the support technician so they can connect to Apollo, diagnose problems, and provide assistance.
8. **Check for Updates:** Checks for available software updates.
9. **Shutdown:** Turns off Apollo.

SETTINGS

The Settings menu allows you to change Apollo's system and application settings.



1) Launch Setup Wizard

Use Launch Setup to change or reset the applications and settings that appear when Apollo starts. Select Reset if you want to restore the launch settings.

2) Speech

Use Speech to change how Apollo speaks.

- **Speech Rate** — Adjusts the speaking speed from 20% to 100%.
- **Voice** — Selects the voice used for text-to-speech.

- **Voice Muted:** — Mutes or unmutes all audio from Apollo, including text-to-speech and system sounds.
- **Speak Menu:** — When enabled, Apollo reads menu items aloud. When disabled, menu items are not spoken, but system sounds and click sounds remain available.

3) Applications

Use Applications to add or remove applications from the Application Carousel.

4) Dual Monitor Mode

Use Dual Monitor Mode to choose how Apollo displays content on a connected second monitor. You can choose Duplicate or Extend.

5) Exam Mode

Use Exam Mode to control which applications students can use during an exam and set exam restrictions.

6) Wi-Fi

Use Wi-Fi to view available wireless networks and connect Apollo to a Wi-Fi network.

7) Organize

Use Organize to change the order of applications in the Application Carousel. You can move applications to the position you want.

ADD OR REMOVE APPS

The applications displayed in the Application Carousel can be added or removed through System Settings.

Adding or Removing Apps

1. From the Application Carousel, select the **System Settings** icon in the top-right corner.
2. Select **Settings**.
3. Select **Applications**.
4. To add an application folder, select the **+** icon, enter a folder name, and select **OK**.
5. To add or remove applications, select **Main Apps**.
6. A **green check mark** next to an application means that the application is included in the Application Carousel.
7. To remove an application, select it to remove the green check mark.
8. To add an application, select it so that the green check mark appears.

Green check mark = App is added.
No green check mark = App is removed.

You can select any available application to add it to or remove it from the Application Carousel.

HOW TO ADD A WEB PAGE TO APOLLO

You can add a web page to Apollo by installing the web page as an application in Microsoft Edge and then adding the application to the Apollo Main Apps list.

Step 1: Open the Web Page in Microsoft Edge

1. Open Microsoft Edge.
2. Navigate to the web page you want to add to Apollo.

Step 2: Install the Web Page as an App

1. Select the three-dot menu (···) in the upper-right corner of Microsoft Edge.
2. Select More tools.
3. Select Apps.
4. Select Install this site as an app.
5. When prompted, enter a name for the application.
6. Use a clear and recognizable name for the application.
    - For example, you could name a support website Support Guide.
7. Select Install.

Step 3: Choose App Shortcuts

After the web page is installed, Microsoft Edge may display options for creating shortcuts.

Choose any of the options you want:

- Pin to Start — Adds the application to the Windows Start menu.
- Pin to taskbar — Adds the application to the Windows taskbar.
- Create a desktop shortcut — Creates a shortcut on the Windows desktop.

Select the options you want and confirm the installation if prompted.

Step 4: Add the Application to Apollo

After installing the web page as an application, follow the steps in **Adding or Removing Apps** above to add the application to the Apollo Application Carousel.

In Main Apps, select the application you installed through Microsoft Edge. A green check mark indicates that the application has been added.

Step 5: Open the Web Page from Apollo

Open the Application Carousel and navigate to the application you added. Select the application to open the web page.

DUAL MONITOR MODE

Dual Monitor Mode allows you to use Apollo with a second monitor. When a second monitor is connected, you can choose how the screen is displayed:

- Duplicate — Shows the same screen on both Apollo and the connected monitor.
- Extend — Uses the second monitor as an additional screen, allowing you to move applications and windows between the two screens.

Changing Dual Monitor Settings

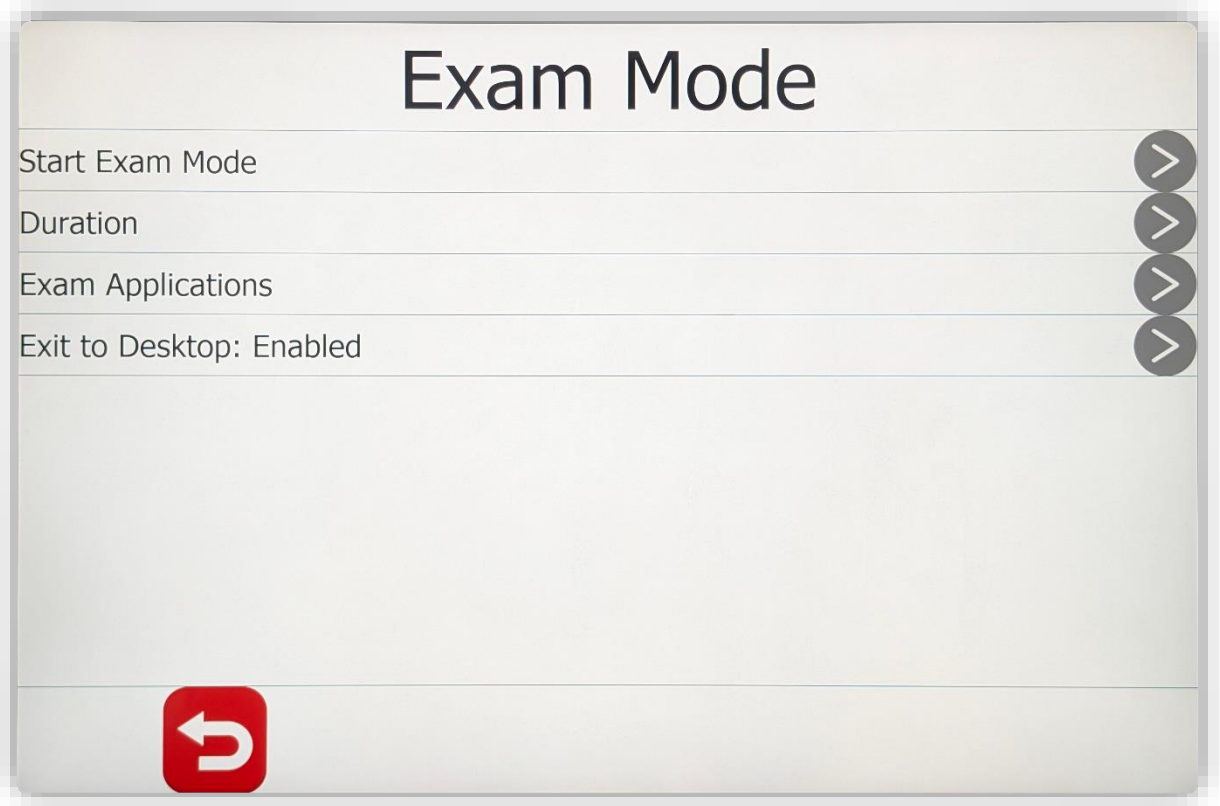
1. Open System Settings by selecting the System Settings icon in the top-right corner.
2. Select Settings.
3. Select Dual Monitor Mode.
4. Choose Duplicate or Extend.

EXAM MODE

Exam Mode allows teachers to control which applications students can use during an exam. Teachers can set the exam time, choose the applications available during the exam, and prevent students from leaving Exam Mode.

Setting Up Exam Mode

1. Open System Settings by selecting the System Settings icon in the top-right corner.
2. Select Settings.
3. Select Exam Mode.



The following options are available:

- **Start Exam Mode** — Select Yes to start Exam Mode. You will be asked to create a PIN. The teacher should enter the PIN and select OK. The PIN is required to exit Exam Mode, so students cannot exit Exam Mode without the PIN.

- **Duration** — Select how long the exam will last. You can set the duration from 15 minutes to 3 hours.

- **Exam Applications** — Select the applications that students are allowed to use during the exam. For example, if a teacher does not want students to use the Graphing Calculator, the teacher can remove it from the Exam Applications list. The student will not be able to use that application during the exam.

- **Exit to Desktop** — When this setting is Off, students cannot exit Exam Mode and return to the Windows Desktop during the exam.

SOFTWARE UPDATES

Apollo can check for software updates through the System Settings menu. Keeping Apollo updated helps ensure that you are using the latest available Apollo software.

Checking for Updates

1. From the Apollo Home Screen, select the **System Settings** icon.
2. Select **Check for Updates**.
3. Apollo will check for available software updates.
4. If an update is available, follow the on-screen instructions to complete the update.

- Do not turn off Apollo while a software update is being installed.
- After the update is complete, Apollo may return to the Apollo Home Screen or restart as directed by the on-screen instructions.
- If you have difficulty updating Apollo, contact APH Customer Service for assistance.

TECHNICAL SPECIFICATIONS

Surface Pro – Technical Specifications	
Specification	Details
Processor	Snapdragon
Memory (RAM)	16 GB
Storage	256 GB
Operating System	Windows 11
Display	13-inch touchscreen display
Battery	Built-in rechargeable lithium-ion battery

Apollo – Device Specifications	
Specification	Details
Magnification	1×–20× (Optical: 1×–8×; Digital: 8×–20×)
Camera System	Main Camera, OCR Camera, and Handwriting Camera
USB Ports	2 × USB-A
Open Dimensions	15.35 × 12.60 × 19.69 in (39 × 32 × 50 cm)
Closed Dimensions	15.35 × 12.60 × 3.15 in (39 × 32 × 8 cm)
Weight	8.42 lb (3.818 kg), including tablet

SUPPORT

If you need help with Apollo, you can contact APH Customer Service or request remote support from a support technician.

Remote Support

The Support feature allows an APH support technician to connect to Apollo and help diagnose a problem.

To request remote support:

1. From the Apollo Home Screen, select **System Settings**.
2. Select **Support**.
3. Your **Support ID** will appear on the screen.
4. Give the Support ID to the APH support technician.
5. The technician can use the Support ID to connect to Apollo and provide assistance.

Before Contacting Support

If you are experiencing a problem, have Apollo available and be ready to describe the problem and what you were doing when it occurred.

If an error message appears, tell the support technician what is shown on the screen.

APH CUSTOMER SERVICE

Phone: 800-223-1839
Email: support@aph.org
Hours: Monday–Friday, 8:00 AM–8:00 PM EST

When contacting APH Customer Service, please have your Apollo available and be ready to describe the problem you are experiencing.

IMPORTANT

If you are requesting remote support, open System Settings → Support and provide the Support ID shown on the screen to the APH support technician.