

OrCam User Guide

MyEye 2 and MyReader 2

August 2017



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This User Guide is also available for online viewing and download in PDF and audio formats at: www.orcam.com/userguide

OrCam Customer Support
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Welcome to OrCam MyEye. As we guide you through your OrCam learning experience, we will show you all of the ways that OrCam can improve your independence. Lets get started!!!

Welcome to OrCam

In addition to this overview of the features and functions of the OrCam device, we recommend that you also view the tutorial videos at: www.orcham.com/tutorials

What is OrCam MyEye

OrCam MyEye is an intuitive and easy to use assistive device that will help you achieve greater independence.

Components of Box

To help orient you with the OrCam device, the top of the device is the side with the full OrCam logo including the word ORCAM.

The OrCam Device consists of two main parts, The Head Unit and the Base Unit.



Head Unit with
Camera Mounted



Earpiece

(This section will need to be updated when final box components and final device are finished but the following info is here as a placeholder)

Head Unit

The Head Unit features a camera, an earpiece, a microphone, and a cord that connects to the OrCam Base Unit. When you first receive the OrCam delivery box, and prior to initial use, you need to assemble the camera mount and connect it to your eyeglasses frame.



Earpiece
(detachable) at the

OrCam Buttons

The OrCam Base Unit has three buttons: Power, Volume, and Trigger.

Power Button is a small, square shaped, recessed, blue button (yellow for OrCam MyReader) on the right side of the Base Unit nearest to the socket for the Head Unit cable. This button has four functions: Power On, Suspending, Waking Up, and Power Off.

Volume Button is the long blue button (yellow for OrCam MyReader), on the same side as the Power button. It has three functions: to change the volume; to scroll up and down in Reading Navigation and in the Settings menu; and to wake the device from Suspend. To change the volume, press the button on either side. The protruding circle is the Volume Up button, whereas the indented circle is the Volume Down button. You will hear the message "volume up" up to "volume

max" or "volume down" down to "volume minimum". There are ten volume levels available.

Trigger Button is the blue button (yellow for OrCam MyReader) on the opposite side of the Volume button, on the same side as the rubber flap. It has three functions:

1. **Activating the Camera** – A short press activates the camera and initiates reading text or recognizing faces, products, banknotes or colors.
2. **Controlling Reading Rate Speed** – While reading, press and hold the Trigger button and simultaneously press the Volume Up or Down button to adjust the Reading Rate speed (words per minute). The Reading Rate can be set between 100 words per minute (very slow) to 300 words per minute (very fast).
3. **Learning Mode** – Press the trigger button for two seconds to activate

Learning Mode. You will hear the learning mode messages for Face or Product Learning.

LED Indicator and Charging Ports

LED Indicator is near the volume button. The light may be steady or may blink. When the light is flashing red, it indicates that the OrCam device is charging. When the light is green, it indicates that the OrCam device is powered on. When there is no light, it indicates that the OrCam device is suspended or powered off.

Charging Ports are on the same side as the Trigger button. There are two ports beneath the protective rubber flap. The circular one is the port for the charger and the other is the mini-USB port, which can be used to charge the OrCam device.

Audio Out and Connector Cord

Audio Out

You may want to connect the OrCam earphones or speakers to the Head Unit. Pull out the back side of the Head Unit where the speaker is located. This will reveal an audio out socket. The OrCam device will automatically detect when earphones or an external speaker are connected.

Note: make sure to remember to place the detachable earpiece in a safe place out of reach of small children and easy for you to find.

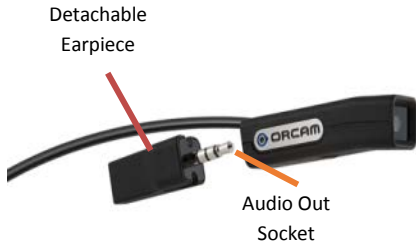
Base Unit to Head Unit Connector Cord

The Base Unit is connected to the Head Unit via a cord that plugs into a fitted connection at the end of the Base Unit. Please do not attempt to disconnect the Head Unit from the Base Unit unless specifically directed to do so by an OrCam representative, as this

may harm the device. If instructed to do so, press and hold the Head Unit Connector Release Button located beside the Head Unit Connector on the Base Unit, and gently remove or insert the connector out of or into the socket.

Head Unit

Head Unit with camera and earpiece
(earpiece can be detached)





OrCam carrying pouch with accessories

Containing: Charger (including travel adaptor plugs), glasses mount and mount kit, lens cleaning cloth, belt clip, earphones.

User Guide

This Guide and a refrigerator magnet with contact details of OrCam User Support.

Assembling Your OrCam

This chapter explains how you connect the Head Unit of the device to your glasses. You can leave the Head Unit attached to your glasses so that it is always ready for use.

Attaching the Head Unit Mount

A small mount with magnets will be attached to the arm of your glasses frame. The Head Unit can be attached or removed from the mount as needed. In the delivery box, there are three plastic mounts. You can choose to attach the mount to either the right or left arm of your glasses frame. You can also attach the mount to more than one pair of glasses, such as your regular reading glasses or sunglasses.

For assembling the mount, it is recommended to select thicker frames. Very thin frames, such as wire-frames, may cause

the mount to come loose and will not be able to support the weight of the device. In case the mount comes off of the glasses frame you can replace it with a spare mount.

Attaching the Mount to Eyeglasses

Clear a work surface and put together these items for the mount assembly:

1. Your glasses frame
2. Your OrCam device - preferably powered off
3. The plastic mount
4. Pair of small scissors (as provided in the delivery box)

Step by Step Assembly of the plastic mount: on right arm of glasses frame:

1. Remove the tab from the back side of the mount.
2. Attach the Head Unit onto the mount.

3. Ensure the two straps are facing upwards (down if you choose to assemble on the left side).
4. Hold your glasses frame the right way up - lenses are facing away from you.
5. Position the mount correctly on the arm of your glasses as follows: Align the front end of the Head Unit camera with the front end of your glasses frame.
6. Ensure the Head Unit is parallel to the glasses frame's arm and that the camera is facing forward.
7. Press the mount onto the arm of the glasses frame.
8. Carefully detach the Head Unit from the mount.
9. Carefully cut the top of the straps along the indicated marking.
10. Pull each strap around the inner side of arm and through the hole on the bottom side of the mount.

11. Pull them tightly, so that the mount is secured.
12. When straps are pulled all the way through, carefully cut off the remains close to the mount to prevent possibility of scratches and to ensure it looks aesthetic.

The mount is now attached to the glasses frame and can be left there permanently. The glasses frame can be folded with the mount in place.

Note: If you prefer to attach the Head Unit on to the left arm of the glasses frame, you will need to have the mount straps facing down during the assembly process. This will ensure the magnets are properly aligned with those on the head unit.

Attaching the Head Unit to the Mount

The Head Unit is designed to be connected to or disconnected from the mount as often

as you require. The connection between them is made through a pair of magnets on both parts.

1. Attach the Head Unit onto the mount.
2. Verify the camera points straight forward relative to the arm of the glasses frame.
3. Put on your glasses.
4. Verify that the camera is aligned with the line of sight of your glasses.
5. Extend your arm straight forward in front of your face. Point your finger upwards. If you hear a high-pitched double-beep, the device is placed correctly.

Note: If the device's camera is angled too high or too low, the OrCam camera may not be accurately triggered, or may not perform properly.



Getting Started

Initial Charging of the OrCam Device

(This section may need to be updated depending on the developer's recommendations for charging)

Before you begin using the OrCam device, you must initially charge it for a period of eight hours. An OrCam charger is included in the OrCam box.



To charge the OrCam device:

1. Attach the OrCam charger to the power socket under the rubber flap on the OrCam Base Unit.

2. Plug the charger into an electric socket.

If this is the first time you are charging the device, you should charge the battery in the Base Unit for at least eight hours. After this initial charge, the battery requires at least four hours of charging time, if it has been completely depleted.

A fully charged battery should work for up to four hours of constant use and can remain in Suspend mode for as long as twenty-four hours.

Each time the device is connected or disconnected from charging, it vibrates. This is to ensure that you are aware that the device has been connected or disconnected. When the device is activated from Suspend mode, it informs you how much battery power remains.

Turning the OrCam Device On or Off and Suspending

Before you turn the OrCam device on or off it is recommended that you wear your OrCam device so that you hear the system messages.

To turn your OrCam device on or off:

3. To turn the device on, press the POWER button on the Base Unit. The device vibrates. During the first minute of powering on, you should hear continuous beeping sounds. After approximately one minute you will hear, "OrCam Version 8 is ready. Battery is [this many] percent charged."

4. If you did not hear the phrase, “OrCam is ready,” or you are not sure that the unit is on, press one of the volume buttons (UP or DOWN). If the device is on, you will hear a response to your action.
5. To turn the device off, press the Power button once. You will hear the message “Suspending. Press again to shut down.” Press the power button a second time. You will hear, “Shutting down, please wait.” Right before the unit shuts down completely, the device says, “Power off. Bye Bye.”

To enter or exit Suspend mode:

6. To enter Suspend mode, press the POWER button once. The device announces “Suspending. Press again to shut down”, then announces “Suspending” and

automatically goes into Suspend Mode.

7. To exit Suspend mode press the TRIGGER or VOLUME button on the base Unit or gently tap the center of the bottom of the Head Unit where the small OrCam logo is situated. You will hear, “Waking up. Battery is [this many] percent charged.”

Automatic Suspend and Power Off – To conserve battery power, the OrCam device has an automatic suspend feature. If you do not trigger the device in some way, the device automatically goes into Suspend mode after three minutes of inactivity. When the OrCam device is not used for about three hours, it shuts itself off. This reduces the chance of unnecessarily depleting the battery.

How to Use OrCam

Interacting with your OrCam

Below you will learn how to interact with your OrCam device

Gestures

You can interact with your OrCam using simple and intuitive gestures

Stop Gesture

Use this gesture when you would like OrCam to stop reading or recognizing

To activate the Stop Gesture, extend your hand in front of your face. Ensure that the back of your hand is facing you with your fingers fully spread and extended vertically.

Time Gesture

The OrCam device can announce the current time and date



To hear the current time, raise your hand upward with your fist closed and the back of your hand facing you, as if looking at your watch. After a few seconds, OrCam will tell you the current time.

To hear the day of the week and the date in addition to the time, keep your hand in place for a few more seconds.

How to Read and Recognize

Below are descriptions of the basic ways to let OrCam know you would like to recognize text or objects. Later in this guide you will find specifics for reading as well as for face and product recognition

Pointing with Your Finger

OrCam can recognize text, products, barcodes and banknotes through a simple point of your finger



Use the index finger of your strong hand to point to what you want OrCam to recognize.

When the camera sees your finger, it knows you want it to read or recognize something in front of you.

For the camera to recognize your finger, hold your finger vertically, so that the tip of your finger is pointing up.

Extend your arm outward so that the tip of your finger remains at eye level.

When the camera detects your finger, you will hear a double-beep. Once you hear the beep, immediately remove your finger from the frame so that the camera can take a picture of what it sees.

The camera shutter sound indicates that your finger has left the frame, and a picture has been taken.

Recognizing with the Trigger

Pressing the trigger button tells OrCam to take a picture of everything that is in front of you



Use any finger to press the trigger button on your head unit.

You will hear the shutter sound as OrCam takes a picture of what is in front of it.

Ensure that you are pressing the center of the trigger for best results.

If you would like to enter learning mode, then you must press and hold the trigger for a few seconds.

Automatic Recognition

After starting at text or an object for a few seconds, OrCam will automatically recognize what you are looking at

Look at the object you would like OrCam to recognize for a few seconds.

After a few seconds, you will hear the camera shutter and OrCam will let you know what is in front of you.



Learning Mode

In Learning Mode you can teach OrCam names of people and products

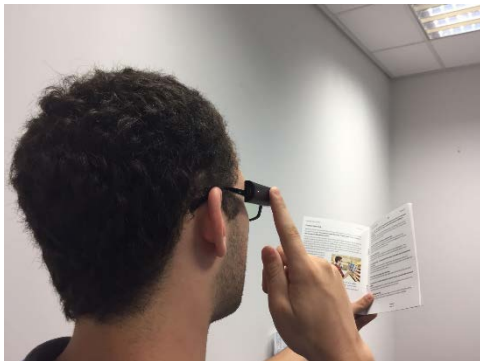
- Press and hold the trigger button until you hear a double shutter, followed by a single beep a few seconds later.
- OrCam will ask you to say the name of the person or object in front of you after another beep.
- After saying the name out loud, press the trigger button to confirm the name or swipe the volume to re-record.
- Each time OrCam recognizes a recorded face or product, it will replay your recording.

Volume

- To increase volume, swipe your finger up the volume panel on the head unit.

- To decrease volume, swipe your finger down the volume panel on the head unit.

Note: OrCam has 10 volume levels you can choose from. Your OrCam will let you know when you reach the maximum or minimum volume level.



The Features Document is attached separately due to issues with photos and format.



Personalization

This section will have to be updated for changes in the audio menu (in terms of how to enter it and in terms of the order) and for please commands that will be in the final version of MyEye 2

This section details the settings of the OrCam device that can be changed to fit the personal preferences of the user. These settings include the reading speed (rate), voice, gestures, outputs, automated face recognition, tap, touch reading, and more.

Audio Settings Menu

The Audio Settings Menu provides access to the OrCam device's settings by listening to a menu of options and selecting the setting you desire to change.

To enter the Audio Settings Menu:

1. Press the Trigger button and the Volume button simultaneously for two seconds and then release. The device will announce: "To enter the setup menu press the Trigger button, press either Volume button to cancel". Press the Trigger button.
2. Once you have entered the Audio Settings Menu, you will hear: "Main menu. To set reading rate press Trigger, to change other settings press the Volume buttons".
3. Press the Volume Up (protruding circle) or Volume Down (indented circle) buttons to move through the available

settings categories. The device will announce the current setting category. Press the Trigger button to select the desired category.

4. When entering a category, the device will announce the current setting of this category. Follow the various instructions.
5. Once you have made a selection, the device will announce "[This category] set/changed to [the new setting]".
6. Some options require the device to enter Suspend Mode or to Restart in order to take effect.
7. Pressing the Trigger button and the Volume simultaneously will return you to the main menu, and from the main menu exit the Audio Settings Menu.

Note: If at any stage no button is pressed for a period of six seconds, the device will repeat the last announcement three times, then exit the Audio Settings Menu.

Audio Settings Menu Options

In the setup menu, you can customize the following for your OrCam use:

1. **Reading Rate**
2. **Change Volume**
3. **Reading Language**
4. **Reading Settings**
 - 4.1. Touch Reading
 - 4.2. Date Format
 - 4.3. Automatic Page Recognition
 - 4.4. Automatic Page Recognition Time
 - 4.5. Reading Navigation
 - 4.6. Reading Navigation Pause Time
 - 4.7. Reading Navigation Control Buttons
5. **Gesture Settings**
 - 5.1. Stop Gesture
 - 5.2. Watch Gesture*

5.3. Gesture Sensitivity Level

6. **Face Settings Menu***

- 6.1. Face Recognition Settings
- 6.2. Face Repetition Time
- 6.3. Review Stored Faces
- 6.4. Delete All Faces
- 6.5. Face Recognition Sensitivity Level

7. **Products, Barcodes, Bank Notes and Colors Recognition Settings***

- 7.1. Review Stored Products
- 7.2. Delete All Products
- 7.3. Product Recognition
- 7.4. Barcode Recognition Settings
- 7.5. Banknotes Recognition Settings
- 7.6. Banknotes Currency Settings
- 7.7. Color Recognition

8. **General Settings Menu**

- 8.1. Change Voice
- 8.2. Set Time

- 8.3. Auto Suspend Time
- 8.4. Reset All User Settings to Default
- 8.5. Camera Light Compatibility
- 8.6. Tap Functionality
- 8.7. Light Conditions Notifications
- 8.8. OrCam Contact Information
- 8.9. Device Serial ID
- 8.10. Software Version Info

9. Exit

*[Items marked with an asterisk are] not available in OrCam MyReader.

OrCam Please Commands

The OrCam Please commands provide an alternative method to set some of the OrCam device settings by pointing at the “OrCam Please” phrases that appear in this guide and on the OrCam website. When the command has been identified successfully, the device will play a distinct tone.

Note: When pointing to “OrCam Please” commands, the device may not read the command, but rather perform the command. The relevant confirmation message will be played.

Any of the “OrCam Please” phrases can be printed individually or read from a computer or smartphone screen – it is not required that you read them from this User Guide. The text should be printed or displayed alone, without surrounding text. Make sure to use capital letters in the beginning of each word and type the word OrCam with capital C as well. The commands are provided below for your convenience.

All available commands can be found on the OrCam website. Log in to the User Area using your email address and password, then visit:

<http://www.orcam.com/personalization/>

OrCam Please Tell Build

Reset Device

It is possible to remove information stored in the OrCam device's internal database. The following commands will remove all faces or products from the device's memory, or reset the device back to its default factory settings and also remove both faces and products from memory.

OrCam Please Remove All Learned Faces

OrCam Please Remove All Learned Products

OrCam Please Clear User Settings

Tell Time and Setting the Internal Clock

The OrCam device can announce the current time and date. To activate the announcement, raise your hand upward with your fist closed and the back of your hand facing you, as if looking at your watch. The

OrCam device will announce the current time. If you keep your hand in place for more than 2 seconds, the OrCam device will announce the current time, day of the week and the date.

Note: This feature is enabled by default. It can be adjusted in the "Gesture Settings" sub-menu in the Audio Settings Menu.

To set the internal clock, please visit the User Area on the OrCam website or visit: www.orcam.com/timeset. Read the "OrCam Please Set Time" command on the screen.



General Information

Tips for Best Use

Below you will find some tips for how to best use your OrCam device

General Tips

- For best results using pointing for both reading and recognition, use the index finger of your strong hand.
- For the camera to best recognize your finger, hold your finger vertically, so that the tip of your finger is pointing up.
- For best detection of your finger, ensure that you are looking at the center of camera frame (see "troubleshooting" for more details).

- a. When the camera detects your finger, you will hear a double-beep. A high-pitched beep indicates you are pointing at the center of the camera's view frame. The beep becomes gradually lower-pitched as you approach the margins of the frame.
- Pointing while walking or pointing in front of rapidly moving items is not advised.
- When reading or recognizing, immediately remove your finger from the frame once you hear the beep so that the camera can take a picture of what it sees without your finger getting in the way.
 - It works best to remove your finger from the frame by moving your arm downwards out of the frame.

- Make sure you do not move items or texts you would like OrCam to read or recognize while OrCam is taking a picture.

Tips for Reading

- To best read with pointing, ensure that your finger is in the middle of the column around 1 cm below the section you want OrCam to read.
- Move your finger out of the camera frame (10% of the page) in touch reading mode to skip sections of text (useful for menu reading.)
- When you hold an item, such as a book or newspaper, you don't have to touch the item while pointing to it for the OrCam device to work, but many people find it easier to actually touch the item.
- For optimal use of automatic page recognition, make sure at least 3 edges of the page are in the camera's view frame.

- If you are having trouble keeping the text steady while OrCam is attempting to take a picture, an easy solution is to use a book holder. You may find it more comfortable and it may make it easier to keep the text steady.
- Use the trigger button (or Automatic page recognition) to read when you would like to read all of the text on the page.
- Use the pointing gesture to direct your OrCam to read a specific section of text.
- If you want to reread any section of any text, try pointing at the area again and OrCam will let you know that it is repeating the section from the beginning.

Tips for Face/Product Learning & Recognition

- Ensure that you hold down the trigger button for a few seconds for your OrCam to enter learning mode

- To best learn a new face, ensure that you stand about three feet (one meter) in front of the person you wish to learn. Both of you should not move for a few seconds, and you should hold your head steady.
- It is best to make sure you learn faces and products in a well-lit area with a neutral background, while avoiding facing a light source directly.
- To best learn products, point at the center of the product three times, slightly moving the product each time. For example, point against different backgrounds, different lengths from your face, and different angles to learn each side.

Cleaning Your OrCam

Clean only if you feel it is dirty or if you have noticed a decrease in performance. Never touch the camera lens with your finger or any item that might transfer oil onto the glass.

Clean the lens only with the supplied microfiber cloth and eyeglass cleaning fluid. Do not use any abrasive materials.

Software Update

You can now update the software on your OrCam device by using your smartphone

Note: If you do not have your own smartphone, ask a friend or family member if you can borrow their phone for the update process.

Downloading the app

- Go onto the play store for android users or the app store for iPhone users.

- Scan the QR code below or search for the OrCam application on your phone to download.

App Store Play Store



Updating the Software

- Open the application on your smartphone.
- Connect your OrCam to your phone in order to prepare the update.

- Follow the steps on your phone to perform the software update.
- After the update is performed, your OrCam will be equipped with the latest software version.

If you are having trouble with the update, please watch our tutorials on how to best perform a software update at:

www.orcham.com/tutorials

Troubleshooting

Need help with your OrCam? Try looking below to see if we have the solution for you. If not, be sure to check out our tutorial videos at “www.orcham.com” or follow up with our customer service department via email at “support@orcham.com” or on the phone at “1.800.713.3741”

Help with Reading

If you are struggling to read with OrCam, you may be experiencing one of the following issues:

OrCam does not make a double-beep

If you did not hear a double beep when pointing to a text, the text is outside of OrCam's view frame. To ensure that you are looking at the center of the frame:

- Extend your arm outward so that the tip of your finger is pointing up and remains at eye level.
- When the camera detects that you are pointing at the center of the camera's view frame, you will hear a high pitched double-beep.

Once you know where the center of the frame is, place the text in the center of the frame and try reading again.

Camera does not shutter

If you did not hear a shutter within a few seconds of removing your finger, the camera did not detect that you removed your finger from the frame. Try placing your finger on the area you would like OrCam to read from, and after you hear the beep, move your arm downwards and out of the frame so OrCam can take a picture of the text.

OrCam does not finish reading text

Your OrCam will tell you if it cannot finish reading a text if some of it is cut off/out of the view frame. To finish reading the text, slightly adjust the angle of your head and/or move the

position of the text into the camera's view frame.

- If you point to the part of the section where OrCam stopped reading, OrCam will say "resuming from" and will continue reading from that point.

OrCam skipped lines of text

OrCam was unable to recognize the text in some lines and OrCam has announced there is "unreadable text".

- Try reading again ensuring that both your head and the text are held steady while OrCam recognizes the text.
- There may be a glare in the area you are trying to read from. Try moving to a new position without a glare so OrCam can recognize all of the text.
- If you are reading from a newspaper it may be wrinkled. Try laying the paper flat on a surface so OrCam can recognize all of the text.

OrCam does not read text

Text is too small for OrCam to read

- Hold the text closer to your face so OrCam can better recognize it.

Can't read text due to poor lighting

- If possible, add an additional light source or move to a place with more lighting.
- Ensure that there are no shadows over the text as OrCam may not be able to recognize the text.
- Ensure that you keep the text stable as OrCam takes a picture.

Can't read text as it is too blurry

- You may be holding the text at an angle that makes it difficult for OrCam to read the text.

- Ensure that you hold the text steady and straight and try reading again.
- You may have moved your head or the text while the OrCam device was taking a picture of the text.
 - Retake the picture of the text and ensure that you do not move your head or the text until after the picture is taken.

OrCam is reading text in wrong language

The incorrect reading language has been selected.

- Go into the reading language settings menu and change the reading language to the language with which you wish to read. After doing so, try reading the text again.

Note: Your audio messages will still be in your OrCam's original language even if you change the reading language.

Help with Face Learning

If you are struggling to learn faces with OrCam, you may be experiencing one of the following issues:

OrCam does not detect face

Your OrCam has not recognized that you are looking at someone's face. Please ensure that you are standing around three feet away from the other person and that you are both holding steady for a few seconds.

OrCam cannot learn face

There are too many faces in the frame

- OrCam can only learn 1 face at a time. Reposition yourself to ensure that only 1 face is in the camera frame and try learning the face again.

There is not enough light for learning

- Add an additional light source or move to a place with better lighting.

Face is not positioned correctly

- Adjust the angle or distance between you and the person so that they are in the center of the camera's frame and ensure the person is looking towards you.

Help with Face Recognition

If you are struggling to recognize faces with OrCam, you may be experiencing one of the following issues:

OrCam does not recognize face

Learned face conditions are different from current conditions

- Try re-learning the face with the current conditions
- If this issue persists with multiple people, change face-sensitivity to High in the Face Recognition Settings Menu.

There is not enough light for face recognition

- It is possible that OrCam cannot recognize a face due to poor lighting. Try adding an additional light source or move to a place with better lighting.

OrCam does not announce multiple faces

If more than one face is in view, the OrCam device will announce only the primary face in the frame. To hear the names of all the people standing in front of you, look at each one separately.

OrCam announces the wrong name

Delete the name from the device by using the Face Recognition Settings Menu. Repeat the face-learning procedure in a well-lit place, while the subject is three feet away looking at the camera and the camera is not moving. If the issue persists, change face-sensitivity to Low in the Face Recognition Settings Menu.

Help with Product Learning

If you are struggling to learn products with OrCam, you may be experiencing one of the following issues:

OrCam did not detect the product

OrCam did not detect that you are looking at a product. Please ensure that you are holding the product steady about half an arm's length away in the center of the camera frame.

OrCam did not learn the product/side of the product

Ensure that you are pointing at the center of the product. For each of the 3 pictures of the side, try moving the product closer to you or in front of a different background so OrCam can best recognize the product. Make sure that each time you point to a side of the product you hear the double-beep and the camera shutter sound.

Help with Product Recognition

If you are struggling to recognize products with OrCam, you may be experiencing one of the following issues:

OrCam does not recognize product

Your OrCam will make a chime if it does not recognize what it sees. Try again, and make sure that you are pointing at the center of the product.

OrCam announces the wrong product

Delete the name from the device through the Product Recognition Settings Menu. Repeat the

product-learning procedure in a well-lit place, while the product is half an arm's length away in the center of the camera, and the camera is not moving.

Other General Issues

If you need help with general OrCam functions, you may be experiencing one of the following issues:

Lighting Issues

Too much light shining into the camera

- There may be a strong light shining into the camera. If you are facing a window or a lamp such that the light is shining directly

into the camera, the OrCam device may not be able to focus properly on the text, face or product.

Low Light system message from OrCam

- This can be caused by the camera adjusting to the current lighting conditions. It may take the camera up to 10 seconds to adjust to the new light conditions. Stay in the same position for 10 seconds as to not disrupt the camera's adjustment, then try again.
- If your OrCam does not adjust to the new light settings, try moving to a new location or adding more light sources.

Battery Issues

Battery is too low to function

- The battery is too low to enable operation. Connect the charger to the device. When sufficiently recharged, power on the device.
- If the OrCam device has been unused for five days or longer, the battery level messages may become inaccurate. In the event that the device has no battery left, plug it in and charge it for eight hours without interruption.

Memory Issues

OrCam is unable to learn more faces/products

- Your OrCam's memory is full and OrCam cannot learn additional products/faces. The

OrCam device can remember up to 150 products and 100 faces. If you have added that many products or faces, you may have to delete some before you can add any more.

Miscellaneous Issues

Text in the same frame as a recognized face

- The OrCam device will say the name of the person and then read the text.

Text in the same frame as an unrecognized face

- OrCam will make the appropriate face recognition announcement and then begin reading the text.

This section is exactly the same as the last user guide so any other information should be added below.



END-USER TERMS AND CONDITIONS

These Terms and Conditions govern your use of your OrCam device (the "Product"). Your agreement to these Terms and Conditions is a condition to your use of the Product.

Please read the User Guide in full, including the important Safety Instructions, BEFORE using your OrCam device. **DO NOT use your OrCam device until you have received in-person or online training by an authorized OrCam Trainer™ or OrCam Training Program.**

INTELLECTUAL PROPERTY; LICENSE GRANT; UPGRADES

Customer acknowledges and agrees that OrCam owns all rights, titles and interests in and to any intellectual property rights, patents, know-how, trade secrets, trademarks, trade names, copyright and other proprietary rights, whether registered or not, owned and/or otherwise utilized in, by, or in connection with, its Products, related documentation and all goodwill related thereto (the "IP Rights"). Customer acknowledges and agrees that the IP Rights may not be exploited, reproduced, or used by Customer except as expressly permitted in these Terms and Conditions.

Subject to the terms and conditions in this Agreement, Customer is hereby granted a non-exclusive, non-transferable, limited license to use the software embedded in the Product or other IP Rights solely as part of the OrCam device and for personal (not

commercial) use. Customer does not acquire any ownership or intellectual property rights in the software. The software and any audio output shall not be used in a manner which is obscene, offensive, defamatory or violates any third-party rights or privacy. Any rights not expressly granted to Customer hereunder are reserved to OrCam and/or its licensors. Any audio output shall not be distributed as part of applications, materials or multimedia works or otherwise be provided to a third party. Customer agrees, to the extent such prohibition is permitted by applicable law, not to decompile, disassemble, reverse engineer or otherwise attempt to reconstruct or discover the source code, algorithms or process flows of any element of the Product or otherwise attempt to defeat any security measures in the software. Customer agrees not to assign, sublicense, lease, rent, loan, transfer, disclose, or otherwise make available such software, or remove proprietary notices on Product or any documentation provided by OrCam. Customer shall be responsible for backing up any data or databases.

Customer shall not alter or interfere in any way with the Product or make any technical changes, additions or substitute replacements in the Product or take any other action to the detriment of OrCam's IP Rights in such. OrCam shall be entitled to make periodic upgrades to the Product as it deems necessary. Customer shall fully cooperate with OrCam in making such upgrades and any effort to prevent such upgrades shall be deemed a fundamental breach of this Agreement. Such upgrades shall be covered by these license terms.

COLLECTION OF INFORMATION; PRIVACY POLICY

OrCam will only collect information that was recorded in a device with Customer's consent and solely for purposes of providing service and support to Customer.

LIMITATION OF LIABILITY

OrCam will not be liable to Customer or any other third parties (whether under the laws of contract, torts or otherwise) with respect to the use of, or otherwise in connection with the Product: for any loss or damages, whether direct, indirect, special, punitive, exemplary or consequential; or for any business or financial losses, loss of revenue, income, profits or anticipated savings, loss of contracts or business relationships, loss of reputation or goodwill, or loss or corruption of information or data or other intangibles, delay or inability to make use of the Product.

These limitations of liability apply even if OrCam has been expressly advised by Customer of the potential loss. Nothing in these Terms and Conditions shall operate to exclude or limit any liability which cannot be excluded or limited under applicable law. OrCam's total liability with respect to any of these results shall be limited to the amount paid by Customer for such Product.

OrCam can take no responsibility if the Product was used other than in accordance with the instructions in the User Guide. Products should not be relied upon in circumstances that are potentially life- or health-threatening or that could lead to financial loss. OrCam devices should especially never be relied upon to drive vehicles or operate heavy machinery of any kind. OrCam shall not be responsible in the event that Products are used in such situations.

OrCam received Barcode information from Barcodes of Grocery Products in Australia and New Zealand from GS1 Australia. OrCam accepts no responsibility for the accuracy of the barcode information attained from this or other providers.

FORCE MAJEURE

Neither Party shall be liable for any loss or damage of any nature incurred as a result of any failures or delays in performance (other than payment obligations) due to any cause or circumstances beyond its reasonable control and without the negligence of the non-performing Party.

GOVERNING LAW, JURISDICTION

These Terms and Conditions shall be governed by and construed under and in accordance with the laws of the State of New York without reference to conflict of laws principles. Any dispute related to or arising from this Agreement shall be subject to the sole and exclusive jurisdiction of the State or Federal Courts sitting in New York, New York and both parties hereby consent to such jurisdiction and venue.

SEVERABILITY

If any provision of these Terms and Conditions is determined by a court of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not invalidate nor render unenforceable the entire Terms and Conditions but rather the

Terms and Conditions shall be construed as if not containing the particular invalid or unenforceable provision and the rights and obligations of the Parties shall be construed and enforced accordingly.

NOTICES

All notices hereunder shall be given in writing.

WAIVER

No delay or failure of any party to exercise any right provided herein shall in any way affect its right to enforce that right or any right under these Terms and Conditions at a later time. No waiver shall be effective unless in writing and signed by the party against whom such waiver is sought to be enforced.

WARRANTY

Customer acknowledges that, other than as explicitly stated herein, OrCam does not make any representations or warranties to Customer regarding the Product, its functions or any images it produces.

The OrCam end-user limited product warranty (the "Limited Warranty") covers the owner of an OrCam product against defects in material or workmanship at the time of its original purchase, for a subsequent period of one (1) year, and for any additional applicable legal warranty period. Original proof of purchase/delivery is required from the owner in order to obtain this coverage.

OrCam will repair or replace, at its discretion, any product that is determined by OrCam to be covered under this Limited Warranty. OrCam will not be responsible for conditions arising as a result of intentional damage or misuse of the product. The owner is responsible for the costs of shipping the product to the location specified by OrCam.

This Limited Warranty is the sole and exclusive warranty applicable to OrCam products. No third party has the authority to make any representation, warranty, or agreement on behalf of OrCam with respect to OrCam products. No warranty of any kind or nature is made by OrCam beyond those expressly stated herein.

In no event shall OrCam be liable for any special, collateral, indirect, punitive, incidental, consequential, or exemplary damages in connection with or arising out of the use of the product.

Without limiting any provisions limiting liability under this agreement, the limited warranty set forth herein will not apply, and the owner will reimburse OrCam for any costs and expenses incurred in the event that:

- (i) the product has been used other than in accordance with the product documentation and terms of use or other written operating instructions provided by OrCam
- (ii) the product has been subject to tampering, misuse, negligence, or accident
- (iii) the product or parts identification labels have been removed or the product has been otherwise altered
- (iv) the product has been opened, modified, repaired, serviced, maintained, or altered by someone other than an authorized OrCam representative
- (v) the product has been combined with software, hardware, or other equipment not supplied by OrCam or not approved in writing by an authorized OrCam representative
- (vi) the product has been intentionally damaged or exposed to water, heat, or high voltage
- (vii) the product has been used by a person who has not completed training by an authorized OrCam Trainer™

Any parts replaced pursuant to this warranty will be under warranty for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer.

If you believe that your product needs warranty support, contact support@orcaml.com. You will be responsible for shipping costs. However, if it is determined that the warranty request is valid, OrCam will pay the total cost of shipping the repaired or replaced product.

ORCAM DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ORCAM DOES NOT WARRANT THAT THE PRODUCT WILL BE ERROR FREE OR "BUG" FREE, WILL OPERATE WITHOUT INTERRUPTION, THAT ANY IMAGES OR SOUNDS PRODUCED BY THE PRODUCT WILL BE ACCURATE OR

THAT THE OPERATION OF THE PRODUCT WILL BE SECURE AND HEREBY DISCLAIMS ANY AND ALL LIABILITY ON ACCOUNT THEREOF. THIS SECTION SHALL BE ENFORCEABLE TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW.

Refund policy

You can return your undamaged device for a refund within the period required by local law or 30 days following receipt, whichever is longer. Returns may be subject to a re-stocking fee. Training fees are non-refundable. Please contact your local representative or OrCam Support to initiate a return process.

To contact OrCam Support please e-mail support@orcaml.com or call:

United States and Canada

OrCam Inc.

1350 Broadway, Suite 1600

New York, NY 10018

1.800.713.3741

United Kingdom

OrCam UK

60 Gresham Street

London EC2V 7BB

0800.358.5323

FCC Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician.

FCC Warning

A distance of at least 0.5 cm. between the equipment and all persons should be maintained during the operation of the equipment. This device complies with FCC Rules Part 15: Operation is subject to two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may be received or that may cause undesired operation. Modifications not expressly approved by the manufacturer could void the user authority to operate the equipment under FCC Rules.

NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

CE Compliance - Authorized European Community Representative

Medes Limited

5 Beaumont Gate, Shenley Hill, Radlett, Hertfordshire, London WD7 7AR, United Kingdom. Telephone: +44 20 8123 8056 Fax:

+44 1923 859 810.



FCC ID: 2AAWl00113

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference
- (2) This device must accept any interference received, including interference that may cause undesired operation.



CE Compliant

RoHS

Restriction of Hazardous Substances Directive Compliant (materials and components)



Waste Electrical and Electronic Equipment Directive Compliant -

Contact OrCam for proper disposal



Refer to User Instruction Guide

Safety

Before using the OrCam device, read the following precautions carefully to avoid dangerous situations and to ensure ideal performance of your OrCam device. Handle your OrCam device with care. It can be damaged if dropped, burned, punctured, or crushed. Do not open the Head or Base Units.

The OrCam device is designed to work in ambient temperatures between 32°F and 104°F (0°C and 40°C) and in normal conditions (Relative Humidity of 10% to 90% RH and Atmospheric Pressure of up to 2000m above sea level (700hPa)). The device can be damaged if used outside of this range. Store and transport in a cool, dry place (32°F to 104°F (0°C to 40°C) and Relative Humidity of 5% to 90% and atmospheric pressure of 700hPa to 1060hPa).

The OrCam device is water resistant but not waterproof. This means that the Head Unit can withstand light rain or drizzle for short periods of time, although it is not recommended, as long as the Base Unit is covered and protected. Do not use the OrCam device in heavy rain, when at the beach or swimming pool, or in or near a bathtub or shower. Do not submerge the OrCam device in any type of liquid. IP Code: IP22.

Do not expose the device to chemicals, such as household cleaners, aerosol sprays, solvents, alcohol, or ammonia. If you experience an allergic reaction to any of the elements of the OrCam device contact a medical professional.

There is a cord connecting the Head and Base Units. Do not disconnect this cord from either the Head or Base Unit unless specifically instructed by an OrCam representative. Do not pull on the cord or cut it in any way.

Should you have a problem operating the OrCam device and believe there is something wrong with the device, do not attempt to repair it by yourself. Only qualified OrCam personnel may repair or service your device. Unauthorized repairs may void your warranty.

Do not attempt to replace the battery; you may damage it, which could cause overheating and even injury. The battery is designed to last for three years of average use (three charging cycles per week on average) after which it may need to be replaced. Use only the AC adapter supplied with your OrCam device. Using another AC adapter may void your warranty and could cause severe injury.

Do not force a connector into a port or apply excessive pressure to a button. This may cause damage that is not covered under the warranty. If a connector does not insert easily, check for obstructions in the port and verify that you have the correct connector for that port. Do not combine with software, hardware, or other equipment not supplied by OrCam.

Ensure that the rubber cover on the bottom of the Base Unit is closed whenever the connectors are not in use. Exposing the Base Unit to magnetic fields may damage the unit or erase your data.

When you are using the OrCam device or charging the battery, it is normal for the Base Unit to get warm. If the unit becomes excessively hot, leaks, or gives off a burning smell, turn the device off immediately and contact OrCam Support.