

Envision Glasses User Guide



An extensive guide for Envision Glasses users. Find out how to get started, use gestures, access features, and explore all the possibilities of the Envision Glasses.



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For a more up-to-date version of this guide, visit: support.letsenvision.com

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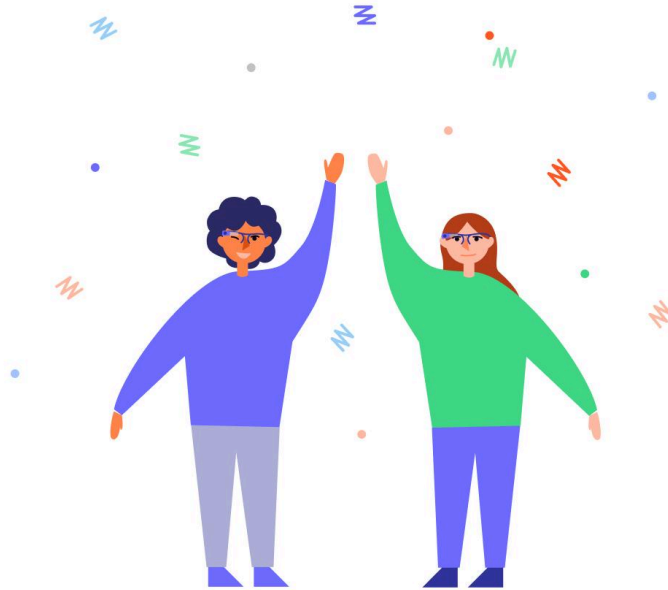
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1. Welcome to the Envision Family



We hope you will enjoy the Envision experience and that our products can be of assistance to you in your everyday life.

This document is a detailed guide to help you get started on taking full advantage of all the features available on the Envision Glasses. If for any reason your Envision Glasses are not working as expected, we have also included a list of troubleshooting steps. Additionally, our Customer Success Team is always happy to assist you with any concerns by sending an email to **support@letsenvision.com**

The future of wearable cameras that we have all been dreaming of is finally here.

2. Getting Started

This chapter contains general information about what Envision Glasses are, what comes in the box, and detailed steps on installing the Envision App, attaching the frame, pairing Envision Glasses with the Envision App, starting the Envision Glasses Onboarding process and updating the software.

2.1 What are Envision Glasses?

Envision Glasses is a wearable assistive device that empowers people who are blind or have low vision to access everyday visual information for themselves. Because it isn't just information. It's knowledge, independence and possibility.

Envision Glasses Editions

We have created **three** different **Editions** of the Envision Glasses to serve the individual needs of the Blind and Low Vision community at various different price points, Envision Glasses are now available in the **Read Edition**, **Home Edition** and **Professional Edition**.

To learn more about these changes, please see [Introducing Envision Glasses Editions, Updates, and Upgrades](#)

Here's what they each have to offer:

Read Edition

This edition is designed for those who are mainly looking for an incredible wearable reading device that fits within many funding categories. The Envision Glasses [Read Edition](#) retails for **USD \$1,899** and includes the following:

- Envision Glasses device, built on Google Glass Enterprise Edition 2
- Envision Glasses reading features: Instant Text, Scan Text, Batch Scan
- Free security and maintenance updates. For more information, please see [What are Security and Maintenance Updates?](#)
- 1-year free pass for software updates for the current year, plus the following year. Normally costs **USD \$199** per year. For more information, please see [What is the Software Updates Pass for Envision Glasses?](#)
- 1-year hardware warranty. For more information, please see [Warranty](#)
- Lightweight Titanium Frames. For more information, please see [Frames](#)
- Personalized Onboarding Session.

You can order your **Envision Glasses Read Edition** in your local currency [here](#).

Home Edition

This edition is for anyone who wants to enjoy the whole Envision Glasses experience and its complete range of features. All the Envision Glasses sold to date are considered Home Edition going forward. The Envision Glasses Home Edition retails at **USD \$2,499**, which is the same price as what Envision Glasses were previously retailing for. It includes the following:

- Envision Glasses device, built on Google Glass Enterprise Edition 2
- All Envision Glasses features: Instant Text, Scan Text, Batch Scan, Call a Companion, Call An Aira Agent, Describe Scene, Detect Light, Recognise Cash, Detect Colors, Find People, Find Objects, Teach Envision, Scan QR Code and Explore
- Free security and maintenance updates. For more information, please see [What are Security and Maintenance Updates?](#)
- 1-year free pass for software updates for the current year, plus the following year. Normally costs USD \$199 per year. For more information, please see [What is the Software Updates Pass for Envision Glasses?](#)
- 1-year hardware warranty. For more information, please see [Warranty](#)
- Lightweight Titanium Frames. For more information, please see [Frames](#)
- Personalized Onboarding Session.

You can order your **Envision Glasses Home Edition** in your local currency [here](#).

Professional Edition

This edition of Envision Glasses is for those who want to go the extra mile to get the full extent of our service. Retailing at **USD \$3,499**, the Envision Glasses Professional Edition includes the following:

- Envision Glasses device, built on Google Glass Enterprise Edition 2.
- All Envision Glasses features: Instant Text, Scan Text, Batch Scan, Call a Companion, Call An Aira Agent, Describe Scene, Detect Light, Recognise Cash, Detect Colors, Find People, Find Objects, Teach Envision, Scan QR Code and Explore
- Free security and maintenance updates. For more information, please see [What are Security and Maintenance Updates?](#)
- Unlimited software updates for the lifespan of the hardware. Normally costs USD \$199 per year.
- 2-year hardware warranty. For more information, please see [Warranty](#)
- Lightweight Titanium Frames.
- Fashionable Lux Frames. For more information, please see [Frames](#)
- Personalized Onboarding Session.
- Priority Customer Support.

You can order your **Envision Glasses Professional Edition** in your local currency [here](#).

Software Updates Pass For Read & Home Edition Users

In terms of software updates offerings for each of the Editions, the following differences exist:

- **Professional Edition** holders enjoy unlimited software updates for the lifespan of the hardware. For detailed information, please see [Purchase Envision Glasses Professional Edition](#)
- **Read** and **Home Edition** users receive free software updates for the year of purchase and the subsequent year. For detailed information, please see [Purchase Envision Glasses Read Edition](#) and [Purchase Envision Glasses Home Edition](#)

Beginning **January 1st, 2024** — Read and Home Edition users beyond their first year will need the **2024 Software Updates Pass** to get new features and enhancements.

- **Cost:** \$199 USD
- **Coverage:** Access to all new software features and improvements released in 2024.
- **Necessity:** To download and install any new feature updates or significant enhancements to existing ones, this pass is essential.

This pass is solely for new feature updates published in 2024. All Envision Glasses users will continue to receive all security and maintenance updates at no additional cost and we will continue to support all features published before **December 31st, 2023**.

All buyers of Envision Glasses receive a free pass for the year of their purchase and the subsequent year. For instance, if someone were to purchase the Envision Glasses Read or Home Edition on **1st January 2023**, they would be eligible for all free software updates until **31st December 2024**.

In summary, the **2024 Software Updates Pass** ensures our Read and Home Edition users keep benefiting from the latest advancements in Envision technology throughout 2024. Upgrade your software experience and remain at the cutting edge of visual accessibility. We're grateful for your understanding and unwavering support.

Keep in mind that you may choose alternatively to upgrade to the **Professional Edition** if you have either the Read or Home Edition, which offers unlimited software updates for the lifespan of the hardware. To upgrade your Envision Glasses to a higher edition, [tap here](#).

2.2 What's in the box?

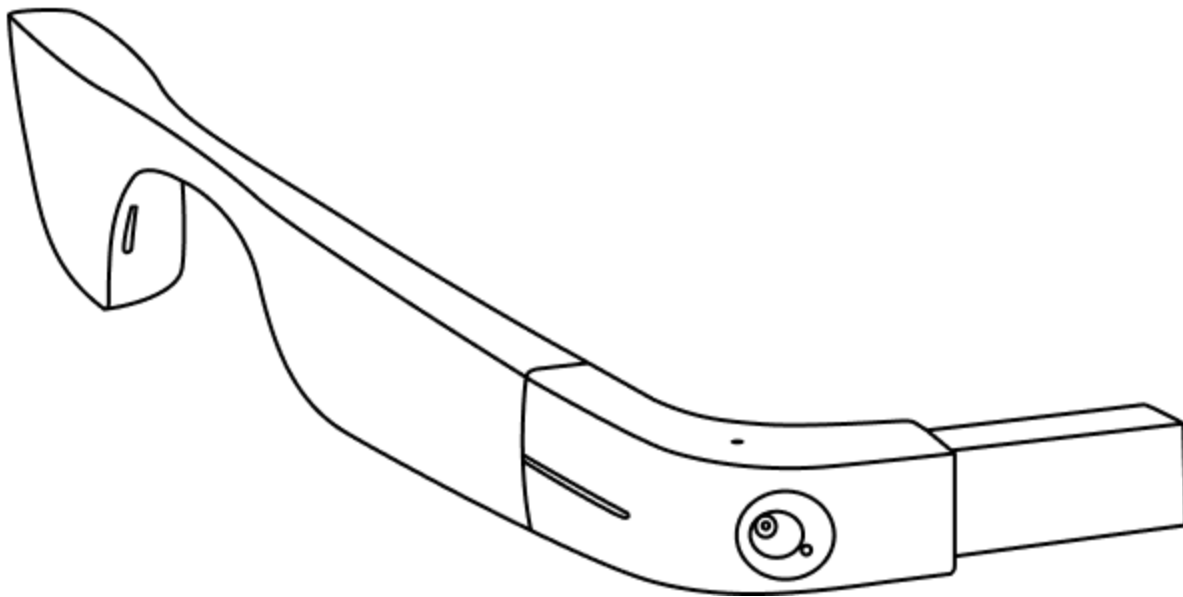
The Envision Glasses box, once you receive it, should include the following items:

- **Envision Glasses Body**
- **Envision Glasses Frame**
- **Protective Carrying Case**
- **Envision Glasses Power Cable**
- **Quick Start Guide Card**

2.2.1 Envision Glasses Body

The body is the main part of the Envision Glasses and it features the processor, the battery, the speakers, and the camera. It is shaped like one half of a spectacle frame and sits on your right ear when you put it on. It weighs roughly 45 grams.

At the back of the body, you can find the battery, the USB-C inlet, the power button, and the speakers. A bit more towards the front you will find the touchpad, located on the outside part next to your temple, when you are wearing the device. The touchpad leads to the foldable front of the body, which consists of the camera and the display. The body is located at the top of the box once you open the lid.

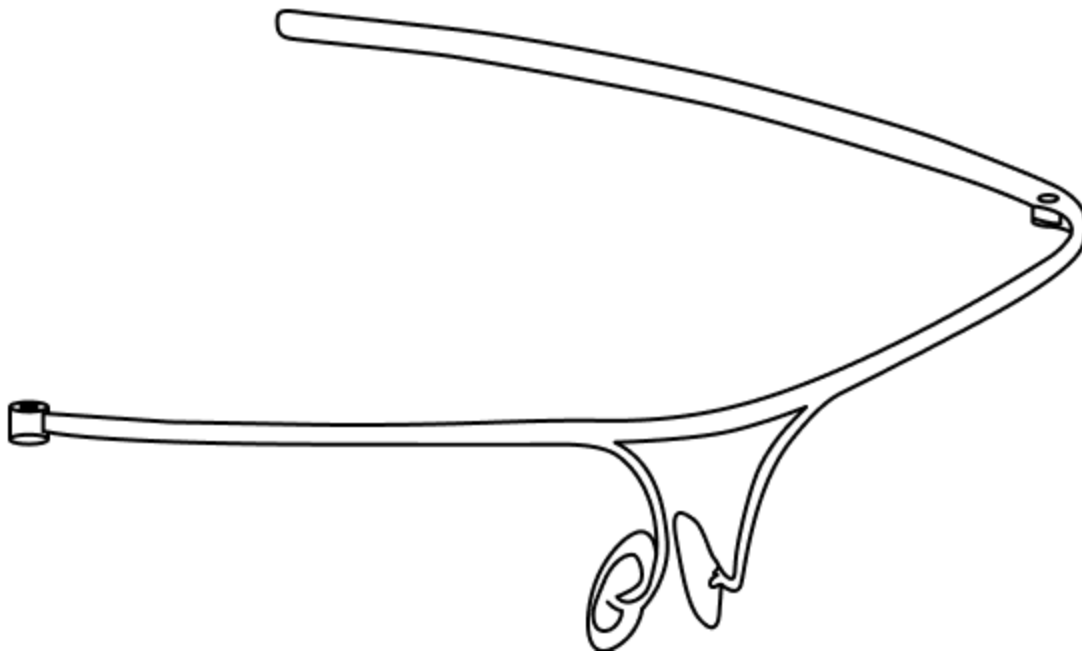


Envision Glasses Body

2.2.2 Envision Glasses Frame

By default, Envision Glasses come already attached to the **Titanium Frame**. These frames do not have lenses or the possibility to attach them. It has a sleek, minimalist design, and the frame itself is made of titanium, which makes it very lightweight and durable.

Should you prefer to have frames with lenses, you can order additional **Fashionable Lux** or **Protective Smith Optics** frames, which will be shipped in a separate box. You can interchange them easily by detaching the default **Titanium Frame** and attaching the additional frame ordered. To attach and detach frames to the body of the Envision Glasses you can follow the steps in this article [Attaching the Envision Glasses Frame](#).



Envision Glasses Titanium Frame

2.2.3 Protective Carrying Case

When first shipped, you will find the Envision Glasses inside the black protective carrying case. This zipper-closure case also has a zippered inside pocket to carry the glasses, charging cable and any additional accessories. It protects the glasses when they aren't in use and is ideal for travel and storage.

2.2.4 Envision Glasses Power Cable

To charge your Envision Glasses, inside the zippered pocket of the protective case we have added a power cable. This is a USB to USB-C cable. You can plug the cable into any

USB power adapter and start charging your device right away. Keep in mind that this device supports fast charging so, if you have a fast charger adapter, use it to your advantage. **Disclaimer:** Plugging in the Envision Glasses with the fast charging cable to a computer, will not charge the device in most cases, nor will they be recognized on a desktop or computer.

2.2.5 Quick Start Guide Card

At the very top of the box, you should find a card. This contains instructions on how to pair your Envision Glasses with a mobile phone and the Envision App. This will lead you to the onboarding process which starts with the **Gestures Introduction Training** a tutorial on how to interact with the glasses. Steps on how to pair your glasses can also be found in the article [Pairing your Envision Glasses](#).

2.3 Attaching the Envision Glasses Frame

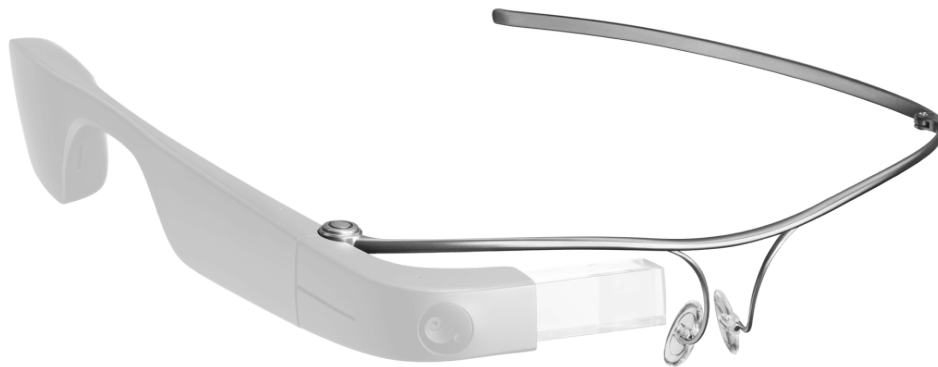
This article contains the following:

- **Types of Frames**
- **How to attach and detach frames of the Envision Glasses Video**
- **Detach and Attach the Titanium Frame**
- **Detach and Attach the Smith Optics Protective Sides**

2.3.1 Types of Frames

There are three kinds of frames that can be used with Envision Glasses:

1. **Titanium Frame:** These are the standard lightweight frames that are shipped with every pair of Envision Glasses. This frame does not have lenses or the possibility to attach lenses. It has a sleek, minimalist design, and the frame itself is made of titanium, which makes it very durable.



2. **Designer Frame By Smith Optics:** These are slightly larger frames and hence can accommodate larger lenses that provide greater coverage of the eye. This frame comes with clear zero-power lenses and can be purchased as an accessory with the Envision Glasses. The clear zero-power lenses can be replaced by taking them to

your preferred optician with custom tinted lenses or polarised sunglasses in addition to your applicable prescription. To purchase your **Designer Frame By Smith Optics**, please [tap here](#).

This **Designer Frame By Smith Optics** offers: Better protection, professional seamless look that matches the frame color and interchangeable lenses for customization. For those prioritizing enhanced protection and larger frame aesthetics, we suggest this frame, offering both style and security.

The **Designer Frame By Smith Optics** looks as pictured below with zero-power lenses:



Similarly, we offer dark lenses compatible with the **Designer Frame By Smith Optics** that can be purchased additionally and look like this:



To purchase two separate dark lenses compatible with **Designer Frame By Smith Optics** please [tap here](#).

3. **Fashionable Frames By Lux:** These stylish designer frames come with elegant prints and clear lenses that can be purchased as an accessory with Envision Glasses. The clear lenses can be replaced by taking them to your preferred optician with custom tinted lenses or polarised sunglasses, in addition to your applicable prescription.

We currently offer two styles of this frame with the following names:

Fashionable Frame By Lux Sajama Tortoise: This frame is made of high-quality black acetate with a subtle brown sajama tortoise print, it comes with clear lenses that can be customized at your local optician and is made in Italy. For individuals with petite head sizes, we recommend this frame, perfectly tailored to provide a snug and stylish fit.



To purchase your **Fashion Lux Frames Sajama Tortoise** please [tap here](#).

Fashionable Frame By Lux Avella Granite: This frame is made of high-quality clear grey acetate, comes with clear lenses that can be customized at your local optician and is made in Italy. If your preference leans towards larger, effortlessly chic frames, this frame is the ideal choice, making a bold fashion statement while ensuring comfort.



To purchase your **Fashion Lux Frames Avella Granite** please [tap here](#).

When you purchase your Envision Glasses, by default they are already attached to the **Titanium Frame**, therefore should you decide to order an additional **Fashionable Frame By Lux** or **Designer Frame By Smith Optics** you will have both the **Titanium Frame** and the additional frame ordered.

If they detach, here are the instructions on how to reattach them. These instructions can also be used for the **Designer Frame By Smith Optics** or **Fashionable Frame By Lux** frames, in which case the right earpiece must first be detached to allow the **Envision Glasses Body** to take its place.

Before we get started, please note the following:

1. While attaching or detaching the frames, your Envision Glasses may power on. This is because when your Envision Glasses are off and folded, as soon as you unfold them, they will automatically turn on within 45 seconds. This is normal and expected behavior of our hardware, for more information on this topic, see [Power Button](#)
2. During this process, we will use the **Hinge Button**, which is located where the **Titanium Frame** meets the plastic body of your Envision Glasses. It is located on the top of the glasses body, and pressing may activate [Voice Commands](#)
3. In the following instructions, we will use two parts of the Envision Glasses. The frames will always be located on the left side and the **Envision Glasses Body** will always be located on the right side. The **Envision Glasses Body** is the main part of the Envision Glasses and it features the processor, the battery, the speakers, and the camera. It is shaped like one half of a spectacle frame and sits on your right ear when you put it on. It weighs roughly 45 grams.

2.3.2 How to attach and detach frames of the Envision Glasses

Video

Please refer to the following video tutorial which explains in detail how to attach Envision spectacle frames by tapping [here](#).

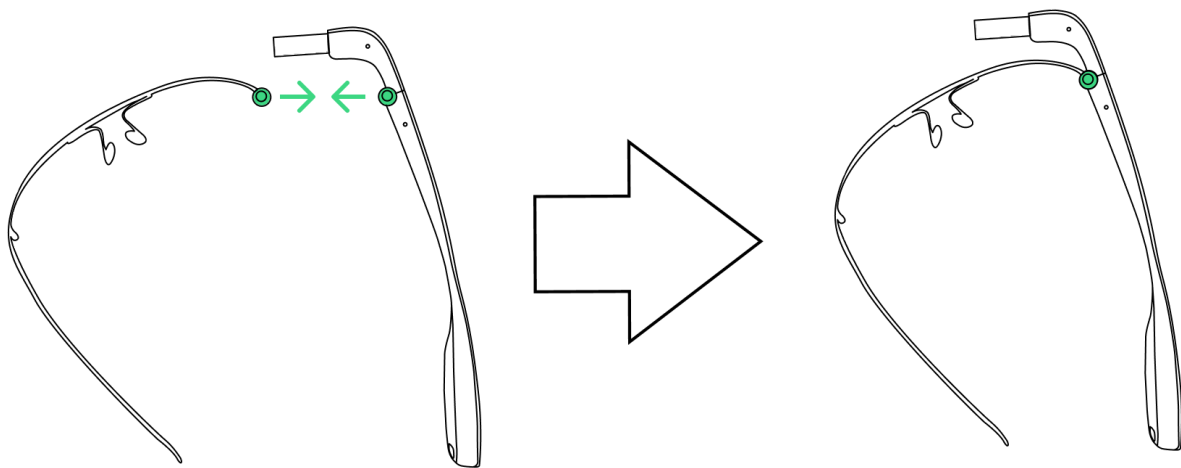
2.3.3 Detach and Attach the Titanium Frame

When you purchase your Envision Glasses, by default they are already attached to the **Titanium Frame**. This frame does not have lenses or the possibility to attach lenses:

1. Take your Envision Glasses off your face and make sure they stay in a folded-out position. This means that the front of the **Envision Glasses Body**, where the camera and display are located, is folded out.
2. With the left hand hold the temple of the **Titanium Frame** keeping the left thumb above the frame and the other four fingers below.
3. Do the same with the right hand but hold the **Envision Glasses Body** with the right thumb above and the other four fingers below. Hold your hands slightly forward to bring your right thumb on top of the circular part of the **Envision Glasses Body**. This circular part is on top of the **Hinge Button** that is used to activate the Voice Commands and, at the same time, the **Hinge Button** that connects the frame to the **Envision Glasses Body**.
4. Now that your hands are in the correct position to detach the frame, make sure that with your right thumb, you are pressing the circular part and ensure also that your index finger is still under the **Envision Glasses Body** in front of your thumb. This is very important as your index finger will resist the front from folding inward, which will prevent you from detaching the frame.
5. While pressing the **Hinge Button** with your right thumb and making sure that the front of the **Envision Glasses Body** is resisted with your right index finger, we will rotate the frame counterclockwise, or if the Envision Glasses are in front of you pointing forward, turning them towards you, you will need to rotate them about 25 to 40 degrees or about 6 to 10 centimetres, that is, about 2 to 4 inches towards you. When you do this correctly, you will feel some resistance on the **Hinge Button** on the right side, which means that the frame has separated from the **Envision Glasses Body**. If you feel no resistance, it means that the front of the **Envision Glasses Body** is rotating and you are not putting up enough resistance with your right index finger to prevent it from rotating.
6. You can now release your right hand and leave the **Envision Glasses Body** on the table. If the frame has not yet detached from the body, you may need to wiggle it up a little.
7. Now let's reattach the **Titanium Frame** with no lenses. Be sure to start in the same way you detached the frame, with the **Titanium Frame** facing you on the left side table, unfolded, and the **Envision Glasses Body** facing you on the right side table. With the camera facing forward and the **Hinge Button** facing the ceiling.
8. Grab the **Envision Glasses Body** with the right hand in the same way, such that the right thumb is on the **Hinge Button**, where the circular part should come at the top. With the left hand, grab the **Titanium Frame**, but this time with the left thumb on the

circular part. When you do this, the **Titanium Frame** should be at the same angle you took it out, that is, about 30 to 45 degrees, the circular part will fit right on top of the **Hinge Button** and you may need to move it a little or find a way to make the circular part fit on top of the **Hinge Button**.

9. Whenever the **Titanium Frame** is locked at the top, switch the left thumb with the right thumb to get your right thumb back on the circular part.
10. Now with your left hand you have to rotate the **Titanium Frame** again, but this time clockwise about 30 to 45 degrees or about 6 to 10 centimetres, that is, about 2 to 4 inches towards you.
11. Once you have done this, you will hear a click, at which point you can release your right thumb and the **Titanium Frame** will be attached to the **Envision Glasses Body**.



How to place the circular part of the Titanium Frame on top of the Hinge Button of the Envision Glasses Body

2.3.4 Detach and Attach the Protective Smith Optics Frame

Should you prefer to have frames with lenses, you can order additional **Fashion Lux** or **Protective Smith Optics** frames, which will be shipped in a separate box. You can interchange them easily by detaching the default **Titanium Frame** and attaching the additional frame ordered.

The following instructions will provide you with detailed steps on how to detach the **Titanium Frame** and attach the frames with lenses:

1. To detach the **Titanium Frame** again, please rotate the frame counterclockwise while keeping your right thumb on the **Hinge Button** on the **Envision Glasses Body**. We are now left with the **Envision Glasses Body** without the frame.
2. Now, we're going to take the **Smith Optics Frame**, which comes in its own protective case. We're going to unzip it and take the **Smith Optics Frame**. First of all, we're going to make sure that we unfold the **Smith Optics Frame**, both the temples and the protective sides on the inside that provide extra protection.

3. Let's place it in front of us on the table with the temples facing you. Now, just as we did when we detached the **Titanium Frame**, hold the right temple with your right hand and the left temple with your left hand. The right thumb should be above the circular button and at the same time holding the right index finger below the button.
4. With your right thumb, press the button and, while pressing it, rotate the right temple clockwise or move your wrist to the left between 30 and 45 degrees. This will ensure that the right temple separates from the rest of the **Smith Optics Frame**. If not, be sure to press the circular button firmly and try turning it a little further, as this will help to separate the right temple from the **Smith Optics Frame**. At this point, we have the **Smith Optics Frame** without the right-hand mock temple that will have to be attached to the **Envision Glasses Body** that we have just separated from the **Titanium Frame**.
5. Let's grab the **Envision Glasses Body** again with the right hand and with the right thumb on top of the **Hinge Button**. With my left hand, grab the **Smith Optics Frame** and hold the left thumb on top of the circle part. Do this by wrapping your left hand around the front of the **Smith Optics Frame** and holding your left thumb on the top of the circular part. Your left index finger should be now in front of the lenses and your left thumb should be on the top of the circular button.
6. Now move the left thumb with the **Smith Optics Frame** to the right thumb on top of it. Once you are here, move the right thumb down to be able to place the circular part on top of the **Hinge Button** of the **Envision Glasses Body**. As you do this, the **Smith Optics Frame** should be at the same angle at which you took it out, which is 30 to 45 degrees to the left. The circular part will fit just on top of the **Hinge Button**, but sometimes it may be necessary to wiggle it a little when it is locked at the top.
7. Replace the left thumb with the right thumb, making sure that the right thumb is now back on the circular part, which is now on top of the **Hinge Button**. This means that the **Smith Optics Frame** is attached to the **Envision Glasses Body**.
8. Now with your left hand you will have to rotate the **Smith Optics Frame** again but this time clockwise about 30 to 45 degrees or about 6 to 10 centimetres, that is, about 2 to 4 inches towards you.
9. Once you have done this, you will hear a click, at which point you can release your right thumb and the **Smith Optics Frame** will be attached to the **Envision Glasses Body**.
10. If you wish to interchange the **Smith Optics Frame** for the **Titanium Frame** at any time. It works in the same way as detaching the **Titanium Frame**. Please refer to the instructions above to do so.

Note: If you ordered one of the **Fashion Lux** frames, you can follow the same steps, as the attachment and detachment mechanism functions in the same way.

2.3.5 Detach and Attach the Smith Optics Protective Sides

You can also remove the protective sides if you don't need them or don't like them. These are attached to the **Smith Optics Frame** at the top and bottom with a tight fitting system on which they rotate. Note that this is a little more complicated and you may need help from someone to remove these. You can check at your own pace with a chosen family

member or friend this video tutorial that will set you up to successfully remove the protective sides or take them to your preferred optician.

1. First, turn the right protective side inward and rest your right index finger on the inside and, with your right middle finger and right thumb, squeeze the sides of the side. Squeeze hard enough and pull a little, the fit at the top or bottom will loosen and you will be able to remove it. Do exactly the same with the left protective side.
2. To reattach them, you will notice two small dots on each protective side on both sides. These should come respectively on the top and bottom of the **Smith Optics Frame**.
3. To reattach, use your right hand to hold the right protection side and your left hand to hold the **Smith Optics Frame**. Make sure to use your thumb to locate the bottom point and the small hole in the **Smith Optics Frame** and insert it. Press from bottom to top to make it fit.

2.4 Pairing your Envision Glasses

You can pair your Envision Glasses with the Envision App by following these simple steps:

- **Install Envision App**
- **Login to Envision App**
- **Turn on your Envision Glasses**
- **Pair Envision Glasses with the Envision App**
- **Pairing Envision Glasses with Android Smartphones**
- **How can I confirm if my Envision Glasses are already paired with the Envision App?**
- **How can I re-pair my Envision Glasses with the Envision App?**

2.4.1 Install Envision App

Envision is a free app that can be installed from the App Store on iOS or Play Store on Android. Here are the links for both of them:

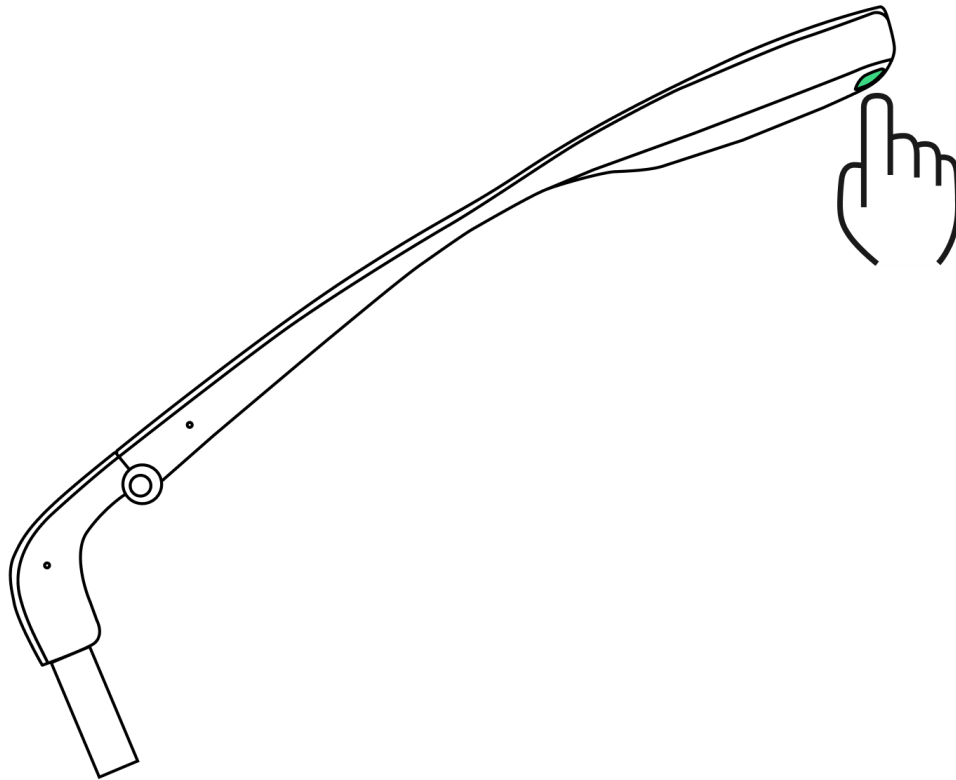
- **Download for iOS**
- **Download for Android**

2.4.2 Login to Envision App

To get started with the Envision Glasses, log in to the Envision App. If you don't have an account yet, an account will be created for you. You can sign up by using your email or other methods. Keep in mind that Envision App requires **mobile data** or **Wi-Fi** for general operation, even if the features are offline.

2.4.3 Turning on your Envision Glasses

Let's turn on your Envision Glasses, you can do this by pressing and holding the power button for 6 seconds. The power button is located on the rear end of the glasses on the right side, next to the charging port, on the inside surface. After you have pressed the power button for 6 seconds, please take into consideration that it takes about a minute for the device to boot up, and there is no audio cue during this process. You will know the Envision Glasses are on when they start speaking out on the start screen. The first time you turn the device on, the glasses will speak out a request to '**Go to EnvisionGlasses.com**'.



Envision Glasses Power Button

If your Envision Glasses won't turn on, try charging them with the lightning cable included in the box. This will not only charge your Envision Glasses, but will also make sure they turn on. When having charging problems, we recommend to please check the power outlets, the USB-C charging cable and the power adapter. Disclaimer: Plugging Envision Glasses with the charging cable into a computer will not charge the device, nor will they be recognized on a desktop or computer.

Note: Keep in mind that your Envision Glasses will automatically turn on when you unfold them and when you connect them to the power cable. For more information on the normal battery behaviour of Envision Glasses, please see [Battery Performance](#)

2.4.4 Pair Envision Glasses with Envision App

When your Envision Glasses are powered on and it will continuously speak out to '**Go to EnvisionGlasses.com**' this means the device is on, but not paired with the smartphone, yet.

To start pairing your Envision Glasses with your Envision App, complete the following steps:

1. Open the Envision App.
2. Navigate to the **Envision Glasses** tab.
3. Tap on **Start pairing my Envision Glasses**, once tapped, the pairing process consists of 4 simple steps.
4. Tap on **Start pairing process** and this will open **Step 1** which consists of correctly attaching your Envision Glasses to the desired frame by following [these steps](#) and switching on your Envision Glasses, once you are ready, tap on **Continue**.
5. In **Step 2** on the pairing process, wear your Envision Glasses near your smartphone, you will hear a sound in both the Envision App and the Envision Glasses, which means they are connected. Tap **Continue** to go to **Step 3**.
6. In **Step 3**, your Envision Glasses will need to connect to a protected Wi-Fi network. Tap **Continue** to search for discoverable networks in your location. A list of all networks will be displayed, select the one you want and enter the password in the Envision App to connect to it.
7. Once your Envision Glasses have successfully connected to the selected network, you will be directed to **Step 4**, the final step of the pairing process. You will hear **Paired Successfully** and to finish the pairing process you will need to tap the **Continue** button one last time to access the **Envision Glasses Dashboard**. If you do not hear **Envision Glasses Dashboard**, this means that you have not tapped the **Continue** button. Make sure you have tapped this button.
8. You will know that your Envision Glasses are already paired with your Envision App as you will hear the **Gesture Introduction Training** on your Envision Glasses if you are pairing them for the first time and on the Envision App if you go to the **Envision Glasses** tab and you can hear the following options within the **Envision Glasses Dashboard**: **Status, Battery, Wi-Fi, Edition, Pass, Settings** and **Help**.

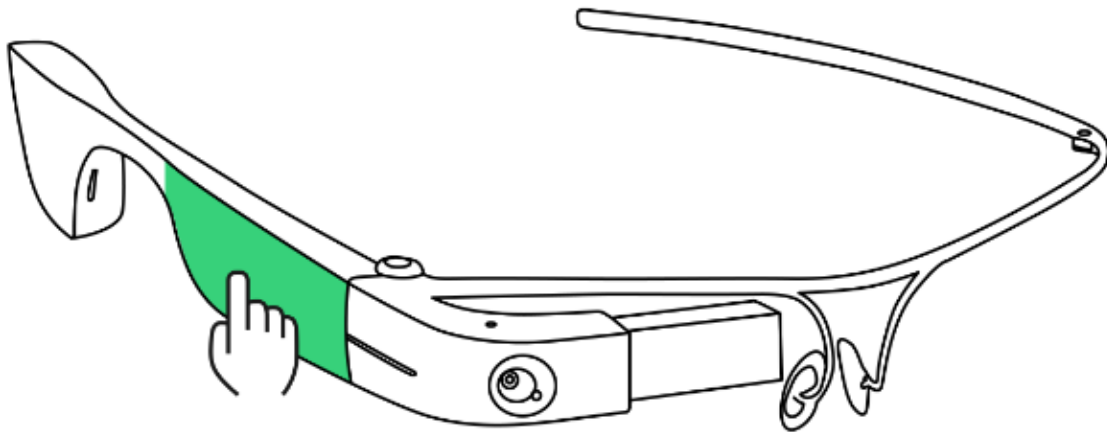
2.4.5 Pairing Envision Glasses with Android Smartphones

If you have an Android smartphone, **Location** and **Privacy** settings on your phone need to be enabled in the Envision App in order to pair the glasses. To enable location, follow the steps [here](#).

In some cases, it is also necessary to reset your phone's Bluetooth cache. Here's how:

1. Open **Settings**, and then tap on the option called **Apps**.
2. Tap on the **Sort** icon, located at the top right with three vertical dots, then tap on **Show System Apps** or **Show System Processes**. When this option is selected, all the system apps will appear in a list.
3. Tap on the **Search Bar** and type and select **Bluetooth**, then select the option **Storage** and select the **Clear Data** option.
4. Tap on **Delete** and make sure **Location** is enabled for the Envision App. To enable location, follow the steps [here](#). Now your smartphone is ready to be paired to your Envision Glasses

At this point, you will go through the introductory tutorial on Envision Glasses. You will first be taught where the touchpad is located, afterwards, you will learn about the swipe and tap gestures.



Touchpad location on the Envision Glasses' body.

2.4.6 How can I confirm if my Envision Glasses are already paired with the Envision App?

You will know that your Envision Glasses are already paired with your Envision App if you go to the **Glasses** tab of the Envision App and you can hear the following options: **Status**, **Battery**, **Wi-Fi**, **Settings** and **Help**.

If the **Envision Glasses** tab of the Envision App shows the page where you can **Request a Demo**, **Purchase Envision Glasses** or **Start pairing my Envision Glasses**, it means that your Envision Glasses are not yet paired with the Envision App.

This simply means that you may have reinstalled the Envision App or that you have a new phone. You will need to put the Envision Glasses into **Pairing Mode** before you can start the pairing process again in the Envision App.

To put your Envision Glasses in **Pairing Mode**, follow these steps:

1. On your Envision Glasses, go to **Settings** and do a one-finger double tap.
2. Once you are in **Settings**, swipe forward until you hear **Pairing Mode** and do a one-finger double tap again. You will be prompted to confirm and re-do a one-finger double-tap.
3. You can confirm that your Envision Glasses are in **Pairing Mode** whenever they continuously speak out the phrase 'Go to EnvisionGlasses.com' in different languages, meaning that they are ready to be paired with the Envision App.
4. On the Envision App, go to the **Envision Glasses** tab and tap on **Start paring my Envision Glasses**, this will open **Step 1** which consists of correctly attaching your Envision Glasses to the desired frame by following [these steps](#) and switching on your Envision Glasses, once you are ready, tap on **Continue**.
5. In **Step 2** on the pairing process, wear your Envision Glasses near your smartphone, you will hear a sound in both the Envision App and the Envision Glasses, which means they are connected. Tap **Continue** to go to **Step 3**.
6. In **Step 3**, your Envision Glasses will need to connect to a protected Wi-Fi network. Tap **Continue** to search for discoverable networks in your location. A list of all networks will be displayed, select the one you want and enter the password in the Envision App to connect to it.
7. Once your Envision Glasses have successfully connected to the selected network, you will be directed to **Step 4**, the final step of the pairing process. You will hear **Paired Successfully** and to finish the pairing process you will need to tap the **Continue** button one last time to access the **Envision Glasses Dashboard**. If you do not hear **Envision Glasses Dashboard**, this means that you have not tapped the **Continue** button. Make sure you have tapped this button.

8. You will know that your Envision Glasses are already paired with your Envision App as you will hear the **Gestures Introduction Training** on your Envision Glasses if you are pairing them for the first time and on the Envision App if you go to the **Envision Glasses** tab and you can hear the following options within the **Envision Glasses Dashboard: Status, Battery, Wi-Fi, Edition, Pass, Settings and Help**.

2.4.7 How can I re-pair my Envision Glasses with the Envision App?

If you wish to re-pair your Envision Glasses with your Envision App, please follow the steps below:

1. Make sure that the **Envision App** has been unpaired from your Envision Glasses by going to the **Envision Glasses** tab, selecting **Settings**, and tapping on **Unpair Envision Glasses**. If the **Envision Glasses** tab of the Envision App shows the page where you can **Request a Demo, Purchase Envision Glasses** or **Pair Envision Glasses**, it means you are ready to take the next step.
2. Set your Envision Glasses into **Pairing Mode**. Go to **Settings** and do a one-finger double tap. Once you are in **Settings**, do a one-finger swipe forward until you hear **Pairing Mode** and do a one-finger double tap again. You will be prompted to confirm and re-do a one-finger double tap.
3. You can confirm that your Envision Glasses are in **Pairing Mode** whenever they continuously speak out the phrase **Go to EnvisionGlasses.com** in different languages, meaning that they are ready to be paired with the Envision App.
4. On the Envision App, go to the **Envision Glasses** tab and tap on **Start pairing my Envision Glasses**, this will open **Step 1** which consists of correctly attaching your Envision Glasses to the desired frame by following [these steps](#) and switching on your Envision Glasses, once you are ready, tap on **Continue**.
5. In **Step 2** on the pairing process, wear your Envision Glasses near your smartphone, you will hear a sound in both the Envision App and the Envision Glasses, which means they are connected. Tap **Continue** to go to **Step 3**.
6. In **Step 3**, your Envision Glasses will need to connect to a protected Wi-Fi network. Tap **Continue** to search for discoverable networks in your location. A list of all networks will be displayed, select the one you want and enter the password in the Envision App to connect to it.
7. Once your Envision Glasses have successfully connected to the selected network, you will be directed to **Step 4**, the final step of the pairing process. You will hear **Paired Successfully** and to finish the pairing process you will need to tap the **Continue** button one last time to access the **Envision Glasses Dashboard**. If you do not hear **Envision Glasses Dashboard**, this means that you have not tapped the **Continue** button. Make sure you have tapped this button.

8. You will know that your Envision Glasses are already paired with your Envision App as you will hear the **Gestures Introduction Training** on your Envision Glasses if you are pairing them for the first time and on the Envision App if you go to the **Envision Glasses** tab and you can hear the following options within the **Envision Glasses Dashboard: Status, Battery, Wi-Fi, Edition, Pass, Settings and Help.**

3. Interacting with Envision Glasses

This chapter explains touchpad gestures, how to use voice commands and detailed steps to learn how to turn the glasses on and off and put them into sleep mode.

3.1 Touchpad Gestures

The Envision Glasses are designed in an audio-first way. None of the interactions require vision. Although, if you have some rest vision, you will be able to see a screen that is projected on the glass display in the front of the Envision Glasses.

This chapter explains the following:

- **Screens**
 - **First Level: Main Feature Menu**
 - **Second Level: Activate**
 - **Third Level: Context Menu**
- **Types of Gestures**
 - **Swipes**
 - **Taps**
- **On-Device Tutorials**
 - **Trainings**
 - Smart Guidance Training**
 - Gestures Introduction Training**
 - Gestures Practise Training**
 - **Manuals**
 - **About Your Envision Glasses**

3.1.1 Screens

The interface of the glasses consists of a series of screens. A screen is like a page and the content of each screen is always spoken out by our screen reader, informing you about where you are. You interact with the screens by using different gestures on the touchpad.

The interfaces of the glasses are designed essentially on three different levels, with each level consisting of a menu. Let's go through them:

1. **First Level: Main Menu**
2. **Second Level: Activate**
3. **Third Level: Context Menu**

First Level: Main Menu

After completing the **Gestures Introduction Training** on the Envision Glasses, you will end up on the **Home** screen. This is also the start of the main menu.

Each screen in this level represents a category of actions you can complete. You can scroll through the screens in this menu by doing a one-finger swipe forward and back. As you do a one-finger swipe forward from **Home**, you will find our most popular features: **Instant Text**, **Scan Text**, **Call a Companion**, **Call an Aira agent**, **Describe Scene**, **Recognise Cash**, **Find Object**, and **Detect Light**. At the end of the main menu, you will find a new sub-menu called **More Features**. This includes all other features, such as: **Batch Scan**, **Find People**, **Explore**, **Scan QR Code** and **Detect Colors**.

The sub-menus **Help** and **Settings** can now be found by doing a one-finger swiping back from **Home**.

Second Level: Activate

When you double tap at any screen on the main menu, except for the **Home** screen, you will enter the second level, which in most cases, is where a certain feature is active and ready to perform. This is activated with a one-finger double tap on any feature from the main menu. If you select **Instant Text**, it will start reading out things to you, or, if you select **Describe Scene** it will go ahead and capture what's in front of you. This is the only level where your camera is actually active and capturing. On all other levels, the camera is off.

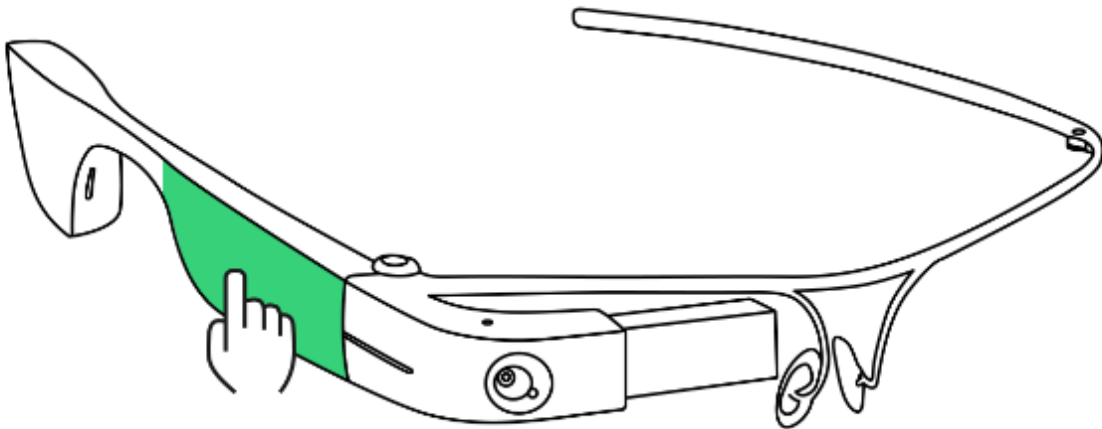
Third Level: Context Menu

The third and final level is the preferences level, where you will find the **Context Menu**. On the **Context Menu**, you can choose any additional option that exists for a feature and is activated by doing a two-finger single tap on that particular feature. One example is in the **Instant Text** feature: by doing a two-finger single tap, it will show you the preferences menu to enable or disable **Offline Mode** recognition.

3.1.3 Types of Gestures

The Envision Glasses menu is controlled by the gestures made on the touchpad. The touchpad is located towards the front of the body, on the side. It covers the area that goes

from the fold of the body until the smaller part that sits on top of your right ear. During the **Gestures Introduction Training**, the onboarding that is given when you pair your glasses for the first time, you will be able to discover where the touchpad is located. While you are in the menu, try to use the touchpad and see where it reacts to you tapping it. This will allow you to understand where the touchpad ends. You could also use the **Gestures Practice Training** in the **Help** sub-menu to practice the gestures.



Location of the touchpad on the Envision Glasses' Body.

There are two kinds of gestures that can be performed on the glasses: **Swipes and Taps**.

Swipes

Swipes are mainly used to navigate through different screens and levels in the glasses and taps are used to interact with particular screens and features.

There are five kinds of swipes:

1. **One-finger swipe forward:** A one-finger swipe forward is done by putting one finger at the back of the touchpad, near your ear, and moving it to the front while holding your finger on the touchpad. This gesture is used to navigate to the next item in the main, or feature, menu. It is also used in the settings screens to increase a value, such as the volume or speaking rate.
2. **One-finger swipe back:** A one-finger swipe back is done by doing the opposite gesture of a swipe forward. Put your finger at the front of the touchpad and move your finger to the back, towards your ear. This gesture is used to navigate to the previous screen in the main, or feature menu. It is also used in the settings screens to decrease a value.

3. **One-finger swipe down:** A one-finger swipe down is done by starting at the top edge of the touchpad and swiping gently down towards the ground. This gesture is used to exit a screen or go to the previous screen or menu. It can be compared to a back button on the smartphone.
4. **Two-finger swipe down:** A two-finger swipe down is done by starting at the top edge of the touchpad and swiping gently down towards the ground, with two fingers. This gesture allows you to go back to the Home screen from anywhere inside the Envision Glasses operating system. When doing a two-finger swipe down on the Home screen, your device will be set to Sleep Mode. A great tip for this gesture is to make sure that the middle finger and index finger are hooked at the same level, are 1 centimetre apart and that both fingertips are positioned on the touchpad before swiping all the way down. A great tip for all gestures using two fingers is to make sure that the middle finger and the index or ring finger are hooked at the same level, are 1 centimeter apart and that both fingertips are placed on the touchpad before swiping either up or down. We recommend holding the left arm of your Envision Glasses with your left hand when doing these gestures to secure the glasses to the nose bridge, which will allow you to comfortably swipe both fingers with your right hand.
5. **Two-finger swipe up:** A two-finger swipe up is done by starting at the bottom edge of the touchpad and swiping gently upward towards the sky. This gesture can be used anywhere you are to open the volume shortcut and quickly access the volume settings. Keep in mind that the only screen on which this shortcut cannot be used is during a call with a Companion or an Aira agent. In this case, you can do a one-finger swipe forward and back to increase and decrease the volume. A great tip for all gestures using two fingers is to make sure that the middle finger and the index or ring finger are hooked at the same level, are 1 centimeter apart and that both fingertips are placed on the touchpad before swiping either up or down. We recommend holding the left arm of your Envision Glasses with your left hand when doing these gestures to secure the glasses to the nose bridge, which will allow you to comfortably swipe both fingers with your right hand.

Taps

Now, let's learn about tap gestures! These are mainly used to interact with particular screens and features and are of four types:

1. **One-finger single tap:** A one-finger single-tap is done by tapping with one finger on the touchpad. Put your finger on the touchpad and take it off. This gesture is used as a play/pause feature for the screen reader. Doing a one-finger single tap on any menu item will also speak out that screen again.
2. **One-finger double tap:** A one-finger double tap is done by doing two quick taps on the touchpad with one finger. This gesture is used when you want to activate or enter into a specific screen. By double-tapping with one finger on a feature screen, you will enter/activate the feature screen. This is similar to double-tapping with TalkBack or VoiceOver on your phone to activate something. In some cases, if the two taps are made very quickly, Envision

Glasses will only pick up one tap. You can perform them with 1-2 seconds difference between the two taps.

3. **One-finger tap and hold:** The one-finger tap-and-hold gesture is done by placing one finger on the touchpad and leaving it on the touchpad for a second. When you tap and hold on any screen, it provides you with additional information and a description of what that menu, or feature, is. So if you are ever lost or unsure about how to use a feature, you can just tap and hold with one finger when you are on that feature. This gesture can be compared to a long-press or a force touch on the smartphone.
4. **Two-finger single tap:** A two-finger single tap gesture is done by tapping once with two fingers at the same time on the touchpad. This gesture is used to access more options for any feature that you are currently on. It can be compared to a right-click on a desktop or long-press on most smartphones. When you are on a feature, you will be able to access its options instead of navigating to the Feature Preferences menu. A great tip for this gesture is to make sure that the middle finger and index or ring finger are hooked at the same level, are 1 centimeter apart, and that both fingertips are placed on the touchpad before tapping.

3.1.3 On-Device Tutorials

By doing a one-finger swipe back twice from the **Home** screen, you will find the sub-menu **Help** which contains the following options:

- **Trainings**
- **Manuals**
- **About your Envision Glasses**

Trainings

In the **Trainings** section you will find the following:

Wi-Fi Wizard

The **Wi-Fi Wizard** provides step-by-step guidance to help you connect your Envision Glasses to the internet, whether it is an iPhone hotspot, an Android hotspot or a regular router. This feature aims to make it easier for new and existing users to stay connected anywhere, anytime.

To access the **Wi-Fi Wizard**, follow these steps:

1. Navigate to **Help** in the category menu, and go to **Trainings**.
2. Go to the **Wi-Fi Wizard** and do a one-finger double-tap to start the guide and simply follow the instructions to get connected.

Smart Guidance Training

The **Smart Guidance Training** is an area designed for you to understand how to position and hold a document in front of the camera and have it automatically captured.

To access the **Smart Guidance Training**, follow these steps:

1. Navigate to **Help** in the main menu, do a one-finger double tap and go to **Trainings**.
2. Go to the **Smart Guidance Training** and do a one-finger double-tap.
3. The screen reader will announce that the training is starting followed by a sound. After this, you can begin to practice positioning a document in front of the camera. Once you're inside the training, you can do a one-finger swipe down to exit.

Gestures Introduction Training

The **Gestures Introduction Training** that takes place during the Onboarding process of the Envision Glasses can also be found here. This training will introduce you to the touchpad and swipe and tap gestures.

To access the **Gestures Introduction Training**, follow these steps:

1. Navigate to **Help** in the main menu, do a one-finger double tap and go to **Training**.
2. Go to the **Gestures Introduction Training** and do a one-finger double-tap.
3. The screen reader will announce that the tutorial is starting followed by a sound. After this, you can begin to learn about the gestures.
4. To exit the **Gestures Introduction Training** do a two-finger swipe down.

Gestures Practice Training

The **Gestures Practice Training** is an area to practice gestures of the Envision Glasses. Here, any gesture you try will be spoken out and described by the glasses. Not sure what a two-finger single tap does? Simply enter this training and try it for yourself.

To access the **Gestures Practice Training**, follow these steps:

1. Navigate to **Help** in the main menu, do a one-finger double tap and go to **Training**.
2. Go to the **Gestures Practice Training** and do a one-finger double-tap.

3. The screen reader will announce that the training is starting followed by a sound. After this, you can begin to try gestures.
4. To exit the **Gestures Practice Training**, do a two-finger swipe down. The available gestures are as follows: swipe forward, swipe back, swipe down, single tap, double-tap, two-finger single tap and tap and hold.

Manuals

The **Manuals** provide an explanation of all the features of the Envision Glasses. This explanation includes when you can use the different functionalities, helping you to get the most out of your Envision Glasses. Whenever you forget what a feature does or how it works and what you need to do to use it, you can refer to this section for more details.

About Your Envision Glasses

This option will simply let you know what software version your Envision Glasses are running, the serial number, MAC address, Privacy Policy and Terms of Use and the option to reset your glasses to factory settings. For more information about each feature, see [Instant Text](#), [Scan Text](#), [Batch Scan](#), [Call a Companion](#), [Describe Scene](#), [Detect Light](#), [Recognise Cash](#), [Detect Colors](#), [Find Objects](#), [Find People](#), [Explore](#) and [Scan QR Code](#)

3.2 Multilingual Voice Commands

With **Multilingual Voice Commands**, you can now press and hold the **Hinge Button** on the Envision Glasses for 1 or 2 seconds and you will hear a tone. Once you hear this tone, you will be prompted to say which feature you would like your Envision Glasses to open and, voila, it will open.

Sounds too good to be true? Try it for yourself.

The **Hinge Button** is located where the titanium frame meets the plastic body of your Envision Glasses. Found on the top of the body of the glasses. If you have trouble locating it, please refer to the following video, which you may be able to show to a sighted friend to request help: [How to use Voice Commands on the Envision Glasses](#)

Multilingual Voice Commands are supported for all the device languages we offer. For instance, if the language of your device is Spanish, you can speak out the feature in Spanish. To learn how to change the device language and consult the complete list of languages, please see [Supported Device Languages](#) and [Change Device Language](#)

Currently, Envision Glasses will be able to recognise the following commands, only English for now:

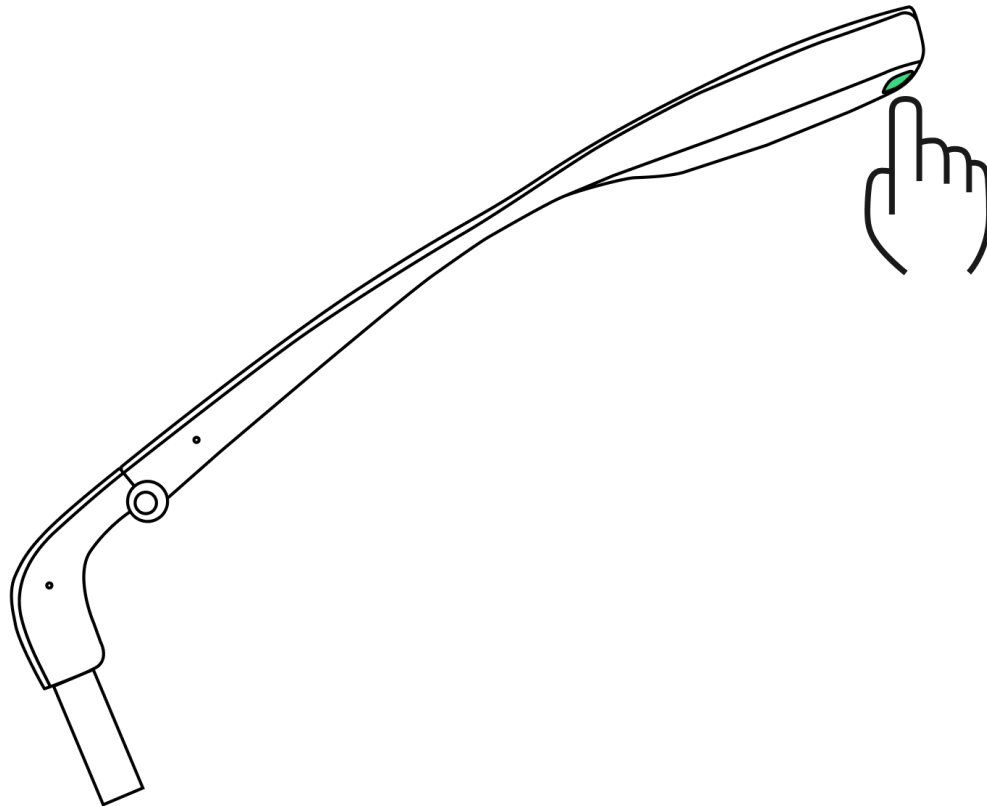
1. [Instant Text](#)
2. [Scan Text](#)

3. Batch Scan
4. Call a Companion
5. Call An Aira Agent
6. Describe Scene
7. Detect Light
8. Recognise Cash
9. Detect Colors
10. Find Object
11. Find People
12. Explore
13. Change Volume
14. **Home:** This command will always take you back to the main screen **Home**.
15. **Quick Switch:** This command allows you to switch to another known and active network around you. For detailed information, see Can my Envision Glasses switch between two known active networks?

We will continue to add more features and languages to **Voice Commands** and improve its ability to understand what you need. We eagerly look forward to your feedback on how you would like to see this feature evolve in the future.

3.3 Power Button

The power button is located on the back of the glasses, near the charging port, on the inner surface. You can feel it protruding slightly from the surface and it has a different texture. Don't confuse it with the circular Envision logo, which also protrudes, but is on the outside. The power button is the only physical button on the Envision Glasses and allows you to turn the Envision Glasses on and off, put them into **Sleep Mode** or resume them. Everything else is done with the touchpad on the side.



Location of the power button on the Envision Glasses.

3.3.1 Power On

To power on your Envision Glasses, you can do so by holding the power button for 6 seconds. The power button is located on the rear end of the glasses, next to the charging port, on the inside surface. Please, be patient once you have pressed on it for 6 seconds, as it takes about a minute for the device to boot up, and there is no audio cue during this process.

For the first time, you will know that Envision Glasses are on when they speak out the start screen, which says '**Go to EnvisionGlasses.com**', this simply means that your glasses are ready to be paired with your Envision App. For more information, see Pairing your Envision Glasses

Once you have paired Envision Glasses, you can also turn them on by unfolding them. This process is done automatically and can take between 20 seconds to 2 minutes, depending

on usage, as the glasses need time to load all the preferences of the device. You know your Envision Glasses are on when you hear the word **Home**.

3.3.2 Power Off

To turn off your Envision Glasses, press and hold the button for 3 seconds. You will hear a sound when the Envision Glasses initiate the power-off process, which completes in 20 seconds.

We recommend shutting down Envision Glasses if you are not going to use them for the next three hours. If you are going to use them in the next three hours, we recommend that you simply put them in **Sleep Mode**.

Keep in mind that your Envision Glasses will automatically turn on when you unfold them and when you connect them to the power cable even if you have already powered them off. We recommend that when you turn them off, you fold them up and put them in the protective case to ensure that the glasses will have battery power when you need them.

3.3.3 Sleep Mode

When the glasses are not being used, it is best to put them on sleep mode in order to conserve battery. There are different ways to set your device to sleep mode:

1. **Folding the glasses:** The most convenient way to put your glasses to sleep is by folding the frame. The hinge sensor will detect that your glasses are folded in and it will set them to sleep mode. An audio cue is provided when the glasses are awake or set to sleep mode.
2. **Power button:** By pressing once the power button, the device will go to sleep. This will happen both when the Envision Glasses are folded out and in.
3. **Home Screen:** Go to **Home** and do a two-finger swipe down. The glasses will beep and that means they are now in **Sleep Mode**. Alternatively, if you are on the **Home** screen, it will automatically go to sleep after 30 seconds.
4. **Settings:** Go to **Settings** and then select the **Power** option. The **Sleep** option will appear. Do a one-finger double tap to put them to sleep. The glasses will beep and that means they are now in **Sleep Mode**.

3.4 Personalize your Menu

Envision Glasses have the ability to customize and personalize your glasses experience as never before. Add, hide or rearrange features in the main menu and in the **More Features** sub-menu as you wish.

To start customising your main features menu, we recommend following the next steps:

1. Explore the new main menu on your Envision Glasses and decide which features you want to keep, or hide from the main features menu and have it added to the **More Feature** sub-menu.
2. To make these changes via the Envision Glasses, open the **Context Menu**, by doing a two-finger single tap on any feature and you will find an option to add or hide it from the main features menu, based on where the features are located. If the feature is in your **More Features** menu, you will be able to add it to the main features menu. If the feature is in the main features menu already, you can hide it from the main menu, which means it will appear in your **More Features** menu.
3. To make these changes via the Envision App, go to the **Glasses** tab and navigate to **Settings**, then to **Menu Structure**. Here you can arrange the features on your Envision Glasses between the main features menu and the **More Features** menu. Don't forget to tap on the **Save** button.

To learn how to quickly switch networks and customize the Envision Glasses menu, [tap here](#) to watch our video tutorial.

3.5 Envision Glasses Ask Envision

At Envision, we have always been at the cutting edge of technology and innovation, with which we disrupt the old-fashioned norms of assistive technology for the better. Our latest game-changer is Ask Envision, a powerful new feature on the Envision Glasses that leverages GPT-4 by OpenAI to provide simple yet powerful virtual assistance to better access information and understand the world around us. Ask Envision can be used in the following three Envision Glasses features: [Scan Text](#), [Batch Scan](#) and [Describe Scene](#)

This article contains the following:

- **How does the Ask Envision feature work?**
- **How to use Ask Envision within Scan Text and Batch Scan?**
- **Introducing: Ask Envision within Scan Text and Batch Scan**
- **How to use Ask Envision with Describe Scene?**
- **Introducing: Ask Envision within Describe Scene**

How does the Ask Envision feature work?

The Ask Envision feature allows Envision Glasses customers to ask questions, in the language you're most comfortable with, about a piece of text or document they have just

scanned, such as a menu card, electricity bill, or cooking instructions, and ask questions about the content.

To query in your preferred language, simply select it as the Device Language under Settings and that's it, as long as you are connected to the Internet. For detailed information on how to change your preferred language, please see [Change Device Language](#)

Ask Envision can be used in the following three Envision Glasses features: [Scan Text](#), [Batch Scan](#) and [Describe Scene](#)

How to use Ask Envision within Scan Text and Batch Scan?

1. Grab your favorite cooking recipe and scan it in with [Scan Text](#) or [Batch Scan](#)
2. Once the **Reader** is open and is speaking out loud the contents of the document, to start asking questions, you can press for 2 to 3 seconds and release the Hinge Button, until you hear a chime, then ask your question and wait for the virtual assistant to answer you. The **Hinge Button** is located where the titanium frame meets the plastic body of your Envision Glasses. Found on the top of the body of the glasses. If you have trouble locating it, please [tap here](#) to access a video tutorial, which you can show to a sighted friend for assistance.
3. Feel free to ask any questions such as:
 - a. **How many ingredients does this recipe need?**
 - b. **Do I need eggs for this recipe?**
 - c. **How long do I have to bake the brownie for?**
 - d. **Can you convert 350 Fahrenheit to Celsius?**
4. After the question is asked, your Envision Glasses will say '*Envision is answering your question*' and you will hear a reply.
5. To continue asking more questions you can press the **Hinge Button** as many times as you wish. Keep in mind that each question needs to be asked separately and voice prompts can be in any of the [Supported Device Languages](#) by Envision Glasses. Simply select it as the **Device Language** under **Settings** and that's it, as long as you are connected to the Internet. For detailed information on how to change your preferred language, please see [Change Device Language](#)

With **Ask Envision**, people who are blind or have low vision can access any text-based content with ease. The feature enhances independence, creating enjoyable experiences without having to rely on others. To learn more about the benefits of this feature, see our blog post [Introducing Ask Envision: A Game-changer for the Blind and Low Vision Community](#)

Introducing: Ask Envision on the Envision Glasses

Watch [this video](#) to learn how to use the new feature in more detail.

How to use Ask Envision with Describe Scene?

1. Navigate to the main menu and do a one-finger double tap in **Describe Scene**.
2. Before doing a one-finger double tap to activate the feature, point your head in the direction that you want it to describe to you. Usually it's better to look a little more down.
3. Now do a one-finger double tap on the **Describe Scene** feature.
4. A countdown sound will be played followed up by a camera shutter. This means a snapshot has been taken and the picture is processed. Upon completion, the scene will be spoken out. A very detailed description will be given to you.
5. To use our virtual assistance [Ask Envision](#) and query about this specific scene you can press for 2 to 3 seconds and release the **Hinge Button**, until you hear a chime, then ask your question and wait for the virtual assistant to answer you. The **Hinge Button** is located where the titanium frame meets the plastic body of your Envision Glasses. Found on the top of the body of the glasses. If you have trouble locating it, please [tap here](#) to access a video tutorial, which you can show to a sighted friend for assistance.
6. To continue asking more questions the **Hinge Button** as many times as you wish. Keep in mind that each question needs to be asked separately and voice prompts can be in any of the [Supported Device Languages](#) by Envision Glasses. Simply select it as the **Device Language** under **Settings** and that's it, as long as you are connected to the Internet. For detailed information on how to change your preferred language, please see [Change Device Language](#)
7. If you want to save the shared description, you can do a two-finger single tap to open the **Export** option, do a one-finger double tap and the description will be saved in your Envision Library in Envision App.

Note: Please note that this feature in its full capacity is only available to everyone with the **2024 Software Updates Pass**. If you are not in possession of the **2024 Software Updates Pass**, you will still have access to this feature, however, its functionality will be less detailed and it will be in beta mode. In this case when using **Describe Scene** you will hear the word beta before activating this functionality. For more information, please see [Software Updates Pass For Read & Home Edition Users](#) .

Introducing: Ask Envision within Describe Scene

To check out our supercharged **Describe Scene** in action only available to everyone with the **2024 Software Updates Pass** please [tap here](#).

To learn more about the benefits of this feature, see our blog post [Envision Glasses Version 2.3.1 Reveals Supercharged Scene Descriptions And Multilingual Voice Input for Ask Envision](#)

4. Read Features

This category contains all the features that enable users to read all kinds of text.

4.1 Instant Text

This feature instantly reads any static, non-capitalized text detected by the camera. This feature is ideal for reading short pieces of text, such as room numbers, store signs, book covers, packaging information, and more.

This This chapter contains:

- **How to activate Instant Text?**
- **Do you want to switch between online and offline Instant Text?**
- **Setting a Recognition Language on Instant Text**

4.1.1 How to activate Instant Text?

Here is how:

1. Go to the main menu and do a one-finger double tap in **Instant Text**. Similarly, you can open this feature by **Voice Commands** by pressing and holding the **Hinge Button** on the Envision Glasses for 1 or 2 seconds and you will hear a tone. Once you hear this tone, you will be prompted to say which feature you would like your Envision Glasses to open and, voila, it will open. For more information on this topic, please see [Voice Commands Tutorial](#)
1. The camera will be activated and all text in front of the camera's field of view on the right side will be read. Note that Envision Glasses will instantly start reading any detected text, and you can always pause, resume and reset the results with the following hand gestures:
 - a. **Pause and Resume:** A one-finger single tap will pause the text being spoken. It will remain paused until you again perform a one-finger single tap to resume the results. These hand gestures will allow you to get the results from Envision Glasses in a more organized way.

- b. **Reset:** If you are looking in a new direction or at a new document, it is necessary to reset Instant Text. Do a one-finger double-tap to reset **Instant Text**. Envision Glasses will then stop processing the previously scanned text and start reading what is in front of you at that very moment.

4.1.4 Do you want to switch between online and offline Instant Text?

It is possible to use instant text offline for reading some languages, for the full list please check the article [Languages Envision Recognises](#). We recommend using online instant text if you are connected to a reliable Wi-Fi network. If that is not the case and you would like to read one of the languages that are supported by the glasses, then enabling the offline mode is a great solution.

There are two possible ways to switch between online and offline **Instant Text**. The first option is by doing a two-finger single tap on the **Instant Text** screen. The second option is to change the settings in the **Feature Preferences**, this is located in the **Settings** sub-menu.

To enable **Offline Mode** in **Instant Text**, select one of the two options below and follow these steps:

The first option is as follows:

1. Do a two-finger single tap on **Instant Text**.
2. You will enter the **Context Menu** screen and the screen reader will read out whether the offline mode is enabled or disabled.
3. Do a one-finger double tap to toggle between the offline mode being enabled or disabled.
4. Do a one-finger swipe down to confirm your selection and navigate back to the **Instant Text** screen.
5. Do a one-finger double tap on **Instant Text** and it will start speaking out text in the mode that you chose.

The second option is as follows:

1. Go to **Settings** and navigate to **Feature Preferences**.
2. Go to **Instant Text Preferences**.
3. Do a one-finger double tap to toggle between the offline mode being enabled or disabled.
4. Do a one-finger swipe down to confirm your selection.

4.15 Setting a Recognition Language on Instant Text

You can choose a language to read the text with **Instant text**. This helps to better understand the text you are reading, as it will be spoken out in the correct language.

By default, **Instant Text** will use your system's language to determine the language to recognize when scanning text. This means that if your Envision Glasses are set in English, all the text will be spoken out with English pronunciation even if the text you are reading is in Spanish, for example.

In **Instant Text**, you can manually set the language to be recognised. In this case, your Envision Glasses system could still be in English, but your **Instant Text** would read out any scanned text in Spanish.

Here's how to set up your recognition language in **Instant Text**:

1. Navigate to **Instant Text** and before selecting the feature open the **Context Menu** with a two-finger single tap.
2. Do a one-finger swipe forward and select the option **Select Recognition Language**. Here you can select Spanish as your language of choice.

4.2 Scan Text

Scan Text is used for dense or complex documents and for reading handwritten text. This feature works by first taking a photo of the text which is then processed and spoken out as paragraphs.

This feature is ideal for reading official documents, letters, menu cards, brochures, single pages of books and magazines or newspapers containing only text.

With **Scan Text** you can position the document with the assistance of our **Smart Guidance** setting which will instruct you in which direction to move the document. Once all edges of the document have been detected, it will automatically capture the image. Please note that 4 corners need to be detected for the picture to be taken automatically.

Likewise with the **Layout Detection** setting you can identify text elements such as columns and headings.

The scanned text opens in the **Reader**, which allows you to pause, resume, navigate to specific parts of the text by swiping back and forth to the next paragraph and allows you to export the text to your Envision App.

Here's a quick video explaining how to get started scanning documents: [How to use the Scan Text feature on the Envision Glasses](#)

This chapter contains a detailed explanation of **Scan Text** and the following features associated with it:

- **How To Use Scan Text Offline?**
- **What is the difference between online and offline Scan Text?**
- **Smart Guidance**
- **Word Detection**
- **Do you want to Scan Text without Smart Guidance or Word Detection?**
- **Language Detection**
- **Do you want to switch Smart Guidance, Word Detection, Language Detection, or Layout Detection on or off?**
- **Do you want to read handwritten text?**
- **Layout Detection**
- **Reader**
- **How to export scanned text to your phone?**

How to use Scan Text offline?

Since the launch of the new software update 2.2.0, we have added the **Scan Text** feature as an offline option, which means you can now read any type of document, anywhere. The choice is yours.

We've noticed that many of you are actively using the Envision Glasses while on the go. While it is possible to connect your glasses to your phone's hotspot, we understand that there are times when you don't have the luxury of time or access to a reliable internet connection. That's where the offline features come in handy.

Similar to the way you're familiar with using Instant Text, you can now open the **Context Menu** of **Scan Text** by doing a two-finger single tap and enable the **Offline Mode**. Once activated, you can use **Scan Text** to read any documents offline.

Here is a quick video explaining how to start scanning documents in offline mode: [Envision Glasses are going offline](#)

What is the difference between online and offline Scan Text?

You might be wondering about the difference between the online and offline modes for **Scan Text**. The online version still offers higher accuracy and an additional feature called **Layout Detection**. Layout Detection recognizes columns and headers in text. This option can be turned on within the context menu of **Scan Text** and **Batch Scan** if you are reading text that has more than one column or headings. Enabling this feature is not yet possible with the **Scan Text** in offline mode.

4.2.2 Smart Guidance

Scan Text offers guidance in the positioning of the document in front of the glasses. With **Smart Guidance** you get voice commands on where to move the document you want to scan so that it is correctly captured by the glasses.

Follow the steps to activate **Scan Text** with **Smart Guidance**:

1. Go to **Scan Text** and do a one-finger double tap.
2. The camera is now activated and will start detecting words.
3. Grab a document and hold it in front of you. To do this correctly: Fully stretch out your arm in front of you towards the center of your right eye and make sure to hold it steady. **Smart Guidance** works by detecting the edges of your document. So make sure to hold the document straight and that the document isn't bent. You will hear some commands such as '*Move document left*', which will guide you to position the document correctly in front of the camera.
4. Once the document is completely on the camera view, a picture will be automatically taken. You will hear a capturing sound, followed by a processing sound, which means that the picture was taken and is being processed.
5. Your text is processed and will be opened in the reader, where you can read it.

4.2.3 Word Detection

With **Word Detection**, you can understand how much of the text in front of you is captured by the camera and adjust the document accordingly.

Follow the steps to activate **Scan Text** with word detection:

1. Go to **Scan Text** and do a one-finger double tap.
2. The camera is now activated and will start detecting words.
3. Grab a document and hold it in front of you. The more words it detects, the higher the frequency of taps that will be played. Keep in mind that the type of document and the amount of words determine the frequency of taps that will be played.
4. Once you think the frequency of the taps will not go any higher, do a one-finger double-tap again to capture the text.
5. Your text is processed and will be opened in the reader, where you can read it.

Do you want to Scan Text without Smart Guidance or Word Detection?

1. Go to **Scan Text** and do a one-finger double-tap.
2. Point the camera to the text that you want to scan and do a one-finger double-tap.
3. You will hear a countdown sound, followed by a capture sound. This means the picture was taken manually and is being processed.
4. Your text is now opened in the reader and you can read through the scanned text.

4.2.4 Language Detection

Listen to a piece of text being spoken out in the correct language and voice. This option can be turned on within the context menu of **Scan Text** and **Batch Scan** if you're reading text that could be in a different language than your system language. If the same piece of document has multiple languages, the voice will automatically switch between paragraphs. Use this if you come across multilingual documents or when you're traveling abroad and would like to keep your glasses in one language while using Instant Text to scan for a different language.

4.2.5 Layout Detection

Layout Detection recognizes columns and headers in text. This option can be turned on within the context menu of **Scan Text** and **Batch Scan** if you are reading text that has more than one column or headings. When you are reading menu cards, bank statements, or vertically written text it is better to disable layout detection. Keep in mind that enabling **Layout Detection** increases the processing time.

Do you want to switch Smart Guidance, Word Detection, Language Detection, or Layout Detection on or off?

To switch Smart Guidance, Word Detection, Language Detection, or Layout Detection on or off, you will have to open the context menu by doing a two-finger single tap on the **Scan Text** feature or **Batch Scan**. Each of these items will be spoken out as you swipe forward or backward with one finger. When you hear the option you want to adjust, you can do a one-finger double-tap to toggle the setting. To confirm the settings, do a one-finger swipe down. This will bring you back to the **Scan Text** screen and you can start using Scan Text with your preferred way of scanning text. You can also change these settings on the menu **Feature Preferences**. For this, you need to go to **Settings** from the main menu, navigate to **Feature Preferences** and change the behavior for each setting.

Note: Currently you have to choose between **Smart Guidance** or **Word Detection**. So in case you enable **Smart Guidance**, then **Word Detection** will be automatically disabled and vice-versa.

Do you want to read handwritten text?

The Envision Glasses are also able to read handwritten text, though a doctor's note might not make the cut! This is not a separate feature but built right into the **Scan Text** feature.

Simply grab a piece of paper, write something on it or grab a Happy Birthday card that you received and scan it by using the **Scan Text** feature.

4.2.6 Reader

The **Reader** automatically opens after the text is scanned. The **Reader** allows you to scroll through the text and to play and pause the reading. You can use the following gestures in the reader:

1. **One-finger single tap:** Play and Pause speech.
2. **Two-finger single tap:** Export text to the Envision App.
3. **One-finger swipe forward:** Scroll to the next phrase of the scanned text.
4. **One-finger swipe back:** Scroll to the previous phrase of the scanned text.

How to export scanned text to your phone?

The Envision Glasses have the possibility to export the text to the library on the Envision App. Keep in mind that exporting text always requires an internet connection. To export the text follow the steps below:

1. Do a one-finger double-tap on **Scan Text** and take a scan of the text that you would like to have exported. The text will open in the **Reader**.
2. Now, in the **Reader**, do a two-finger single tap, this will export the text.
3. Open your Envision App on your phone.
4. Go to the Envision App library and select **Import File** and then **Import from Glasses**. The scanned text will then be available in the library on the Envision App.
5. If needed, you can download the scanned text or share it with other apps on your phone.

Note: This feature works in **online** and **offline** mode. For more information on which features do and do not require an Internet connection, see [Which features of Envision Glasses need an internet connection?](#) and [Which features work without an Internet connection?](#)

4.3 Batch Scan

Batch Scan allows you to scan more than one document at a time. You can read multiple pages of text in one sitting by scanning multiple images consecutively. This is then processed and spoken out as paragraphs and pages that you can scroll through at your own pace. This feature could be used for reading multi-page documents such as magazines and books. The context menu behaves the same as the **Scan Text** feature. The gestures to scan a second page are different and explained below.

To scan two or more pages, follow these steps:

1. Navigate the main menu and do a one-finger double tap in the sub-menu **More Features**.
2. Do a one-finger double tap in **Batch Scan** or simply use Voice Commands. If **Batch Scan** is one of your favourite features and you want to find it in the main menu of the glasses, you can always add it by following the steps in the following article: Personalize your Menu
3. Depending on whether text detection is enabled, you will be informed that the first page is scanned.
4. Do a one-finger double tap again to scan the second page. Repeat this step for the pages that follow.
5. If you are done scanning the pages or pieces of text, a two-finger single tap to complete scanning.
6. A success sound will be played and all scanned text will be opened in the reader. Just like the **Reader** that opens after **Scan Text**, the text with multiple pages that you scan with **Batch Scan** can also be exported to the Envision App.

How to export scanned text to your phone?

The Envision Glasses have the possibility to export the text to the library on the Envision App. Keep in mind that exporting text always requires an internet connection.

To export the text follow the steps below:

1. Do a one-finger double-tap on **Batch Text** and scan the pages to be exported. The text will open in the **Reader**.
2. Now, in the **Reader**, do a two-finger single tap, this will export the text.
3. Open your Envision App on your phone.
4. Go to the Envision App library and select **Import File** and then **Import from Glasses**. The scanned text will then be available in the library on the Envision App.
5. If needed, you can download the scanned text or share it with other apps on your phone.

How to use Batch Scan offline?

Since the launch of the new software update 2.2.0, we have added the **Batch Text** feature as an offline option, which means you can now read any type of multi-page document anywhere. The choice is yours.

We've noticed that many of you are actively using the Envision Glasses while on the go. While it is possible to connect your glasses to your phone's hotspot, we understand that there are times when you don't have the luxury of time or access to a reliable internet connection. That's where the offline features come in handy.

Similar to the way you're familiar with using Instant Text, you can now open the **Context Menu** of **Batch Text** by doing a two-finger single tap and enable the **Offline Mode**. Once activated, you can use **Batch Scan** to read any documents.

Here is a quick video explaining how to start scanning documents in offline mode: [Envision Glasses are going offline](#)

What is the difference between online and offline Batch Scan?

You might be wondering about the difference between the online and offline modes for **Batch Scan**. The online version still offers higher accuracy and an additional feature called **Layout Detection**. Layout Detection recognizes columns and headers in text. This option can be turned on within the context menu of **Scan Text** and **Batch Scan** if you are reading text that has more than one column or headings. Enabling this feature is not yet possible with the **Batch Scan** in offline mode.

Note: This feature works in **online** and **offline** mode. For more information on which features do and do not require an Internet connection, see [Which features of Envision Glasses need an internet connection?](#) and [Which features work without an Internet connection?](#)

4.4 Handwritten Text

The Envision Glasses are also able to read handwritten text, this is not a separate feature but built right into the [Scan Text](#) and **Batch Scan** feature. Simply grab a piece of paper, write something on it or grab a Happy Birthday Card that you received and scan it by using the **Scan Text** feature.

5. Call Features

These are all the features that allow users to call a chosen trusted contact or an Aira agent.

5.1 Call A Companion

Video call a friend or family and have them see what you're seeing through the camera. You can add a list of your friends and family members as a **Companion** through the **Envision App**. The friends and family members can then receive the video call through a free companion app called **Envision Companion** app, just as they would receive a FaceTime or WhatsApp call. This is ideal for situations where the AI functions are not entirely helpful, like venturing into a new location or shopping at a mall.

This article contains the following:

1. [How to start calling your chosen family members or friends?](#)
2. [How to add a Companion as an Envisioner?](#)
3. [How to be added by a Companion as an Envisioner?](#)
4. [How to call a Companion once they have been added in the Envision App as an Envisioner?](#)
5. [Why is my Companion not receiving notifications?](#)
6. [Envision Companion's Guide](#)

How to start calling your chosen family members or friends?

To start calling your friends or family from your Envision Glasses, it is important that your **Companion** has already downloaded the **Envision Companion** app and created an account in order for you to be able to add each other.

The **Envision Companion** app is a free standalone app that connects an Companion, a chosen family member or friend, with an Envisioner, an Envision Glasses user, via a video call. When an Envisioner is confronted with a task or situation in which additional visual information could be useful, they can reach out to their **Companion** for assistance.

The Envisioner activates the **Call a Companion** feature on the Envision Glasses, and the **Companion** receives a notification on their phone. Once answered the **Companion** sees what is in front of the Envisioner and provides assistance. With the help of the

Companion, a number of tasks can be made more accessible, from navigating new environments to choosing a colour-matched outfit.

The **Envision Companion** app can be installed for free by the **Companion** from the App Store on iOS or Play Store on Android. Here are the links for both of them:

- [Download for iOS](#)
- [Download for Android](#)

How to add a Companion as an Envisioner?

Please follow the next steps:

1. Open the **Envision App**.
2. Go to the **Envision Glasses** tab.
3. Go to **Settings**.
4. Go to **Envision Companion**.
5. Tap on the **Add a Companion** button. Keep in mind that for the following steps your **Companion** must have already downloaded the **Envision Companion** app and created an account.
6. Once tapped, you will find two methods. The first method is called **Send Invitation Link**, which will allow you to send a link to your **Companion** through any other instant messaging app on your smartphone, once the **Companion** has received the link for instance to their email and taps on it you will both be automatically added.
7. The second method allows you to manually add the email address with which your **Companion** created an account in the **Envision Companion** app. Enter the email address of the **Companion** that you want to add. This email address is shown in their dashboard on the **Envision Companion** app.
8. Tap on **Send Request**. You will get a pop-up notification stating that the *'Companion has been added successfully'*.

How to be added by a Companion as an Envisioner?

In the same way, your **Companion** has the possibility to share an invitation link to become your **Companion** by following these steps:

1. Once your **Companion** has downloaded the **Envision Companion** app and created an account, they can go to the **Envisioners** tab.
2. Tap on the **Add an Envisioner** option.

3. From there, they have the option to send an invitation link via Whatsapp, email, text message or any other instant messaging app on their smartphone.
4. Once they have selected the desired method, they can tap on the **Send** option.
5. You, the **Envisioner**, will have to tap on the invitation link that has been sent to you. This will open the **Envision App** and automatically add them as your Companion.

How to call a Companion once they have been added in the Envision App as an Envisioner?

1. Go to the main menu and do a one-finger double tap in **Call a Companion**. Similarly, you can open this feature by **Voice Commands** by pressing and holding the **Hinge Button** on the Envision Glasses for 1 or 2 seconds and you will hear a tone. Once you hear this tone, you will be prompted to say which feature you would like your Envision Glasses to open and, voila, it will open. For more information on this topic, please see [Voice Commands Tutorial](#)
2. Navigate through your **Companion** list by doing a one-finger swipe forward and, when you hear the **Companion's** name you want to call, do a one-finger double-tap.
3. You will hear a sound indicating that the call is connecting. At that moment, the **Companion** receives a notification and, once they tap on the notification, your **Companion** will be able to see from your point of view, everything in front of you through the Envision Glasses camera.
4. Do a one-finger swipe backward or forward to increase or decrease the volume. Once you want to end the call, do a one-finger swipe down.

Why is my Companion not receiving notifications?

Upon your companion creating an account to login notifications should be enabled.

If your **Companion** is an iPhone user, they need to ensure that notifications from the **Envision Companion** app are not muted and are being delivered immediately. To find out how to set this up, see [Use notifications on your iPhone or iPad](#)

If notifications are not being delivered immediately, your **Companion** may have activated one of the **Focus** options on their iPhone. This option should be disabled, as it may interfere with the normal, default notification settings of certain applications. Enabling any **Focus** option disables all application notifications except the selected ones.

To toggle this option off, please see [Turn on or schedule a Focus on iPhone](#)
To learn more about this topic, please see [Use Focus on your iPhone or iPad](#)

Envision Companion's Guide

There is a separate Envision Companion Guide that explains the **Call a Companion** feature in more detail. You can share it with your **Companion List** and consult it [here](#).

On the other hand, this guide can be consulted directly in our **Help Center** in different articles [here](#).

Note: This feature only works in **online mode**, therefore it is necessary to be connected to a stable network to get the most out of it. That does not mean when you are not connected to the internet you can not use the device. To find out which features do not require an internet connection, see [Which features work without an Internet connection?](#)

5.2 Call an Aira Agent

Envision is all about offering people choices, Aira is an option we offer on Envision Glasses. For Envisioners, the integration with Aira provides access to 24/7, human-to-human, professional visual interpreting for any task at home, at work, or when on the move. This addition of Aira to the Envision Glasses substantially strengthens our [Call A Companion](#) feature which enables customers to make video calls to chosen family members and friends.

This article contains the following:

1. **Introducing Aira on the Envision Glasses**
2. **Do I need a paid subscription to call an Aira Agent from Envision Glasses?**
3. **How to activate the Call An Aira Agent feature?**
4. **How can I activate Privacy Mode?**
5. **How can I unlink my Aira Account on Envision Glasses?**
6. **Which languages are supported by Aira Agents?**

5.2.1 Introducing Aira on the Envision Glasses

Here's a quick video of how you can make calls to Aira Agents from Envision Glasses:
[Introducing: Aira on the Envision Glasses Video](#)

5.2.2 How to activate the Call An Aira Agent feature?

To start calling an Aira Agent, follow these steps:

1. Make sure your Envision Glasses are updated with the latest software update. To confirm the **latest glasses software** version check [here](#). You can update your Envision Glasses by following the exact steps on the Update Software article.
2. As soon as you confirm that your Envision Glasses are on the latest update, navigate to the main menu and do a one-finger double tap in **Call An Aira Agent**.
3. For the first time Envision Glasses will speak out '*You have not connected an Aira Account with your Envision Glasses yet*' and then Envision Glasses will provide you with all the following on-device steps to follow.
4. Open on your desktop or smartphone explorer.aira.io in a Chrome, Safari, Edge or Firefox browser and create or log in to your Aira account. If you are creating an Aira account, you will receive a 4-digit authentication code. Once logged in go to tab **More**, tap on **Envision Glasses** and select the option **Generate QR Code** to connect your Envision Glasses to your Aira account.
5. Scan the unique generated **QR Code** with your Envision Glasses camera to connect your account. Make sure the camera of your Envision Glasses is pointed toward the screen to capture the QR Code. This is a one-time step, once connected you will always be able to call an **Aira Agent** immediately in future instances.

Note: If your Envision Glasses do not recognise the generated QR code, make sure that your monitor screen is turned on with high brightness, that your screen curtain is turned off and that you are on the correct tab where the QR code is present.

6. After confirming your account, Envision Glasses will speak out '*Congratulations! Your Envision Glasses can now be used to Call An Aira Agent, do a one-finger double tap to start calling an agent or do a one-finger swipe down to call at a later moment.*'
7. To initiate your first call with an Aira Agent, do a one-finger double tap. Your Envision Glasses will speak out '*Connecting to an Aira Agent*'. Once connected to an Aira Agent, the glasses will speak out the agent's name. You can control the volume during the call by doing a one-finger swipe forward to increase the volume or a one-finger swipe back to decrease the volume. Repeat this gesture until you set the desired volume.
8. You can end the call at any time, by doing a one-finger swipe down.
9. For all your subsequent calls to an Aira Agent, you can use **Voice Commands**. For more information on how to activate this feature, see [Voice Commands](#)

5.2.3 Do I need a paid subscription to call an Aira Agent from Envision Glasses?

No, Aira has a combination of free and paid subscriptions and the duration of the call will depend on your Aira plan. For more detailed information on this topic, please [tap here](#).

5.2.4 How can I activate Privacy Mode?

To activate **Privacy Mode**, while on a call with an Aira Agent, follow these steps:

1. Navigate to the main menu and do a one-finger double tap in **Call An Aira Agent**.
2. Do a one-finger double tap to be connected to an **Aira Agent**.
3. While you are connected to an agent, do a two-finger single tap. You will hear a confirmation message whether you are sure to enable **Privacy Mode**, you don't need to finish listening to this message, you can go to the next step.
4. Do a one-finger double tap.
5. That's it! You will now hear another message that **Privacy Mode** is activated.
6. To deactivate **Privacy Mode**, simply do a one-finger double tap again.

5.2.5 How can I unlink my Aira Account on Envision Glasses?

We only recommend unlinking your account if you decide to create an Aira account with a different email address:

1. Navigate to the **Call An Aira Agent** feature, do a two-finger single tap to open the **Context Menu**.
2. You will hear the option **Unlink My Account**, do a one-finger double tap to unlock your account. A success sound will be played to confirm this.
3. After the success sound, go back to the **Call An Aira Agent** screen by doing a one-finger swipe down and link your Aira Account again.

5.2.6 Which languages are supported by Aira Agents?

All Aira Agents speak English and some Aira Agents speak Spanish and French.

Note: This feature only works in **online mode**, therefore it is necessary to be connected to a stable network to get the most out of it. That does not mean when you are not connected to the internet you can not use the device. To find out which features do not require an internet connection, see [Which features work without an Internet connection?](#)

6. Identify Features

This category contains all the general recognition and identification features of Envision Glasses.

6.1 Describe Scene

With **Describe Scene** you can get an AI-generated description of the scene in front of you just by taking a photo. This feature supports you in understanding how new places and environments look like.

This article contains:

- **Describe Scene Beta Version for Read and Home Edition Users**
- **New Describe Scene for 2024 Software Updates Pass and Professional Edition Users**
 - **Key Enhancements**
 - **How to Use the New Describe Scene?**
 - **Interactive Follow-Up Questions**
 - **Limitless Possibilities with Describe Scene**
- **The Remarkable Evolution of the Describe Scene Feature on The Envision Glasses**

Describe Scene Beta Version for Read and Home Edition Users

Our ChatGPT-like virtual assistant [Ask Envision](#) is now present in this feature in **beta** version. To have a scene described, follow these steps:

1. Navigate to the main menu and do a one-finger double tap in **Describe Scene**.
2. Before doing a one-finger double tap to activate the feature, point your head in the direction that you want it to describe to you. Usually it's better to look a little more down.
3. Now do a one-finger double tap on the **Describe Scene** feature.
4. A countdown sound will be played followed up by a camera shutter. This means a snapshot has been taken and the picture is processed. Upon completion, the scene will be spoken out. A very detailed description will be given to you.
5. To use our virtual assistance [Ask Envision](#) and query about this specific scene you can press for 2 to 3 seconds and release the **Hinge Button**, until you hear a chime, then ask your question and wait for the virtual assistant to answer you. The **Hinge Button** is located where the titanium frame meets the plastic body of your Envision Glasses. Found on the top of the body of the glasses. If you have trouble locating it, please [tap here](#) to access a video tutorial, which you can show to a sighted friend for assistance.

6. To continue asking more questions the **Hinge Button** as many times as you wish. Keep in mind that each question needs to be asked separately and voice prompts can be in any of the [Supported Device Languages](#) by Envision Glasses. Simply select it as the **Device Language** under **Settings** and that's it, as long as you are connected to the Internet. For detailed information on how to change your preferred language, please see [Change Device Language](#)
7. If you want to save the shared description, you can do a two-finger single tap to open the **Export** option, do a one-finger double tap and the description will be saved in your Envision Library in Envision App.

New Describe Scene for 2024 Software Updates Pass, Professional Edition Users

This version marks a significant leap forward from the beta version, delivering unparalleled accuracy and richness in image description and is for everyone who has the **2024 Software Updates Pass** or unlimited software updates such as **Professional Edition** holders. For more information, please see [Software Updates Pass For Read & Home Edition Users](#)

Key Enhancements

- **Improved Accuracy:** Drastic reduction in hallucinations, ensuring highly accurate descriptions.
- **Richer Descriptions:** The level of detail in the descriptions now closely matches, and sometimes surpasses, human-generated descriptions.
- **Lightning-Fast Scene Descriptions:** Quickly and accurately understand your surroundings with near-instantaneous feedback.
- **Faster AI Assistance:** Get faster replies with **Ask Envision** inside the **Reader** and when asking follow-up questions.

How to Use the New Describe Scene?

1. Ensure your Envision Glasses are updated to the 2.5.1 software version. For more information on how to update the software, see [Update Software](#)
2. Navigate to **Describe Scene** in the Main Menu. The **Beta** tag is now removed, indicating its full-fledged functionality.
3. Do a one-finger double tap to activate. The glasses will take a picture after 3 beeps and then process the image to provide a concise, Alt-text sized description of the captured scene.
4. You can then press and hold the **Hinge Button** for 2 seconds and **Ask Envision** interactive follow-up questions. Here are a few examples of what you can do.

Interactive Follow-Up Questions

- **Richer Descriptions:** Request a more detailed description by saying, 'Describe this image in as much detail as possible.'
- **Specific Elements:** Ask for detailed descriptions of particular aspects, like 'Describe the clothing of the man in more detail?' or 'What items are on the table?'
- **Detail Inquiries:** Get specific details about objects by asking, 'What kind of a plant is that?' or 'What does the label on the can say?'

Limitless Possibilities with Describe Scene

The new **Describe Scene** feature is designed to understand the world around you with incredible depth and precision. We encourage you to explore its capabilities, test its limits, and share your feedback with us. Your experiences are invaluable in our continuous effort to improve and innovate.

Enjoy the new level of visual interpretation with Envision Glasses, where Technology Meets Perception. For more information, see our blog posts [Envision Glasses Introduces A Generational Leap in Describe Scene Feature](#) and [Envision Glasses Unveil Instant Results: Lightning Speed AI Assistance with Ask Envision & Scene Descriptions](#).

The Remarkable Evolution of the Describe Scene Feature on The Envision Glasses

Interactive elements such as [Ask Envision](#) marks a significant leap towards our goal of a more conversational and intuitive future in assistive technology. As we celebrate these incremental innovations, we invite you to join us in looking forward to what 2024 will bring.

Watch the video to witness Karthik demonstrate the upgrades of the **Describe Scene** feature across the years: [Artificial Intelligence for Accessibility: Envision Glasses' Powerful Scene Description Evolution](#)

This feature only works in **online mode**, therefore it is necessary to be connected to a stable network to get the most out of it. That does not mean when you are not connected to the internet you can not use the device. To find out which features do not require an internet connection, see [Which features work without an Internet connection?](#)

6.2 Detect Light

With this feature, you will be able to detect the intensity of light in your current environment. You can use this to determine whether you're in a dark room or to find out if the screen of your electronic devices are on.

6.2.1 How to use the Detect Light feature?

To detect the light intensity around you, follow these steps:

1. Navigate to the main menu and do a one-finger double tap in **Detect Light**.
2. Audio cues help you determine how bright it is around you. A lower pitch or frequency of beeps means no or limited light is being detected.

6.2.2 Changing the preference of hearing a frequency of beeps or tone of pitch

If you'd like to change the preference of light indication, you can do so by opening the context menu. Do a two-finger single tap when you're on the **Detect Light** screen or when you're inside the feature. Now do a one-finger double tap to change to frequency of beeps or tone of pitch. Do a one-finger swipe down to confirm.

6.3 Recognise Cash

Recognise banknotes in multiple currencies. You can select which currency you want to recognise from a list of over 100 currencies. This is very handy when you're either paying or being paid in cash, while out and about.

6.3.1 How to use the Recognise Cash feature?

To recognise over 100 different banknotes, follow these steps:

1. Navigate to the main menu and do a one-finger double tap in **Recognise Cash**. The currency that is currently selected will be spoken out.
2. Hold the banknote in front of the camera, making sure it is fully unfolded. If recognised, the value of the banknote will be read out to you.

Envision Glasses can currently recognise the list of currencies [here](#).

6.3.2 How to change the currency?

If you are selecting a certain currency for the first time, you will first have to download it. Make sure you are connected to a network for this. Every subsequent time you select that currency, it will be available offline.

To switch to another currency, follow these steps:

1. Inside the **Recognise Cash** feature, do a two-finger single tap to open the context menu.
2. One-finger swipe forward and back to scroll through the list of available currencies.
3. One-finger double tap on your desired currency. If this is your first time selecting it, it will be downloaded via an internet connection. If you have already downloaded it, it will be available to use offline.

6.4 Scan QR Code

While most QR Codes we encounter contain a link to a website, it is also possible to create your own QR codes which contain text, stick them to objects and create easy-to-read labels.

The **Scan QR Code** feature is very easy to use. It's ideal for everything from organizing kitchen cabinets to labeling rooms at home or work, and if your router has a **QR Code** or you plan to buy one with a **QR Code**, you can easily connect your Envision Glasses to the router by opening this feature and pointing the camera at the **QR Code**.

This article contains the following:

1. [How to create your own QR Codes?](#)
2. [How to scan Wi-Fi QR Codes?](#)

How to create your own QR Codes?

Here are seven simple steps for creating your own QR codes:

1. Go to a website that allows you to generate a QR code. If you search on Google for 'QR Code Generator' you will find a few free and paid options. In this guide, we will be using <https://goqr.me> as it's a free service and is somewhat accessible with a screen reader. Feel free to use any accessible website or application to generate **QR Codes**.
2. Once you are on <https://goqr.me>, by default the **Text** option should be selected. If that is not the case, make sure you select the option **Text**.

3. Navigate towards the text input. When using a screen reader, you can swipe right until you hear '2. Contents' and afterwards you will be able to double-tap on the text field.
4. Type anything that you want to be represented by the QR code. In our case, we have a box of protein powder that we have been reusing and now has '*Organic Black Tea*' in it instead. So in this case, we type '*Organic Black Tea*' in the text field.
5. On this website, the QR code is changed automatically. On some websites you might need to click on '*Generate QR*' and your QR code will be ready to be used. At this point, you can already scan the QR code on the screen with your Envision Glasses and it should say '*Organic Black Tea*'.
6. Now that your QR code is created, tap on the **Download** button to save the QR Code, you can save it in JPG or PNG image format. These images can now be printed and stuck on the things you would like to recognize with them.
7. Now open the **Scan QR Code** feature by navigating to the **More Features** sub-menu or by simply using Voice Commands. Just look towards where the QR code is placed and it would instantly speak the text within it out to you.

Note: If **Scan QR Code** is one of your favourite features and you want to find it in the main menu of the glasses, you can always add it by following the steps in the following article: [Personalize your Menu](#)

How to scan Wi-Fi QR Codes?

Based on user feedback, we've integrated **Wi-Fi QR Codes** into this feature. Now, if your router has a **QR Code** or you plan to buy one with a **QR Code**, you can easily connect your Envision Glasses to the router by opening this feature and pointing the camera at the **QR Code**.

Your Envision Glasses will automatically and immediately connect to the router, making the process seamless and hassle-free.

Note: If your router does not have a **QR Code**. You can use the website <https://goqr.me> to generate one. Select the **Network** option and add the name and password of your home Wi-Fi network. We recommend double-checking if you have added the password and name correctly. Keep an eye on the uppercase, lowercase or any other symbols you have added in your password. Feel free to use any accessible website or application to generate a **QR Code**.

6.5 Detect Colors

Detect colors that appear in front of the camera. The Envision Glasses will speak out what is in front of you. This way you always know whether you are matching your red T-shirt with your red shoes.

To start recognising colors, follow these steps:

1. Navigate the main menu and do a one-finger double tap in the sub-menu **More Features**.
2. Do a one-finger double tap in **Detect Colors** or simply use Voice Commands.
3. Once selected, the camera will open and the colors will be spoken out.
4. Do a one-finger single tap to pause, and do it again to continue the speech.

Note: If **Detect Colors** is one of your favourite features and you want to find it in the main menu of the glasses, you can always add it by following the steps in the following article: Personalize your Menu

Are the colours spoken not correct?

Color detection is very dependent on environmental lighting. To get the best results, try to take a picture of the item in natural lighting.

7. Find Features

All features that help users with scanning and finding stuff around them.

7.1 Find Object

This feature allows you to find out where a particular object is located in a room.

To start looking for objects, follow these steps:

1. Navigate to the main menu and do a one-finger double tap in **Find Object**.
2. Swipe forward or back with one finger to switch between the different objects that you want to find. You will go through a list of pre-trained objects that we currently have on the glasses.
3. As soon as you hear the object you want to find, look around the room to allow the glasses to locate it.
4. Once the object is detected by the camera, a sound will be played, along with the clock-notation position at which the object is detected. For instance, apart from hearing a notification you will hear if the object is at 9 o'clock or 2 o'clock in front of you.

The list of objects that can be recognized by the **Find Object** feature is as follows:

1. Door
2. Stairs
3. Traffic Light
4. Bottle
5. Chair
6. Bench
7. Couch
8. Table
9. Toilet
10. Backpack
11. Coffee Cup
12. Laptop
13. Computer Keyboard
14. Mobile Phone
15. Sink
16. Light Switch
17. Dog
18. Cat
19. Sunglasses
20. Footwear

To learn more about the complete list of objects that the glasses can currently recognize, see [Which objects can Envision Glasses currently recognise?](#)

7.2 Find People

Detect if there are people around you or find a specific person. This feature works by using a video feed to scan for people. A beep plays when a person is detected and the name of the person will be spoken out if their face has been taught in the Envision App. Use this to locate people around you, find friends, family, or colleagues in a public space.

7.2.1 How to start finding people?

To start finding people, follow these steps:

1. Navigate the main menu and do a one-finger double tap in the sub-menu **More Features**.
2. Do a one-finger double tap in **Find People** or simply use [Voice Commands](#). If **Find People** is one of your favourite features and you want to find it in the main menu of the glasses, you can always add it by following the steps in the following article: [Personalize your Menu](#)

3. Once the person is detected by the camera, a sound will be played, along with the clock-notation position at which the person is detected. For instance, apart from hearing a notification you will hear if the person is at 9 o'clock or 2 o'clock in front of you. Their name will be spoken out if you have taught Envision to recognize this person.

7.2.2 How to teach faces to Envision Glasses?

By teaching the Envision App faces of your friends and family, the app is able to recognize them. You can teach faces on the **Envision App** by navigating to the **Glasses** tab, and selecting the **Settings** tab. For more information, see [Teach Envision](#)

7.3 Explore

This feature is a combination of the **Find Object** and **Find People** features. This feature can be useful for understanding your surroundings when you are in an unfamiliar room, as it uses a video feed to speak out the objects and people it detects. Use it to explore a new environment and get to know your surroundings.

To start exploring your surroundings, follow these steps:

1. Navigate the main menu and do a one-finger double tap in the sub-menu **More Features**.
2. Do a one-finger double tap in **Explore** or simply use [Voice Commands](#). If **Explore** is one of your favourite features and you want to find it in the main menu of the glasses, you can always add it by following the steps in the following article: [Personalize your Menu](#)
3. Once you select this feature, look around you and, when the camera detects a person or object, it will emit a sound along with the clock notation where it has detected the object or person. For instance, in addition to hearing a notification, you will hear whether the person or object is at 9 o'clock or 2 o'clock in front of you. Their name will be pronounced if you have taught Envision to recognize this person.

This feature uses a video feed to speak out about objects and people it detects. It is a combination of the [Find Objects](#) and [Find People](#) features.

To learn more about the complete list of objects that the glasses can currently recognize, see [Which objects can Envision Glasses currently recognise?](#)

8. Connectivity

In this chapter we walk you through how to connect your Envision Glasses to Wi-Fi networks, personal hotspots, Bluetooth and wired devices and how to charge them.

8.1 Connect To Wi-Fi

Most of the features of the Envision Glasses require an internet connection. We help you connect to your preferred Wi-Fi during the pairing process itself. You can also connect to the internet in the Settings of the device, or by using the Envision App.

This article explains the following:

- **Connect to the internet using the Envision Glasses Wi-Fi QR Code**
- **How do I create a Wi-Fi QR Code?**
- **Connect to the internet by using your Envision Glasses and the Envision App**
- **Can my Envision Glasses switch between two known active networks?**
- **Explainer Video: Quick Switch & New Menu Structure**
- **Features that do not require an internet connection**

8.1.1 Connect to the Internet using the Envision Glasses Wi-Fi QR Code

1. Turn on the Envision Glasses and wear the device.
2. Go to **Settings**.
3. Now go to **Wi-Fi**.
4. Go to **Search for Wi-Fi connections**. If you are not seeing this option, it means your Wi-Fi is off and you have to first double-tap to turn on the Wi-Fi.
5. After double-tapping with one finger on **Search for Wi-Fi connections** you will hear a fetching sound. Upon completion, a list of Wi-Fi networks will be given.
6. Swipe forward with one finger, or back, to scroll through the list of Wi-Fi networks.
7. Do a one-finger double-tap on the **name of the Wi-Fi Network**.
8. In this guide, we assume you have not connected to this network before. You will end up on the screen to connect with the Envision App. Swipe forward with one finger and go to **Scan a QR Code**. You will hear a sound which means the camera is active.
9. Go to letsenvision.com/qr on your phone or desktop and fill in the password of the chosen Wi-Fi network.
10. Click on generate the **Wi-Fi QR Code**.
11. While you are wearing the Envision Glasses, **look at the Wi-Fi QR Code**, or point the camera located on the front towards the generated Wi-Fi QR Code. A processing sound is played when the QR code is detected.

12. Once you are connected to the chosen Wi-Fi, you will be redirected to the start screen and you can start using the Envision Glasses features that require an internet connection.

8.1.2 How do I create a Wi-Fi QR Code?

1. Go to letsenvision.com/qr on your phone (or a different one) or computer.
2. Fill in the **password** of your Wi-Fi network.
3. Click on **Create Wi-Fi QR**.
4. Your QR code is generated. You can scan the QR code with your Envision Glasses to pass the data onto the device and connect it to your Wi-Fi network.

8.1.3 Connect to the internet by using both the Envision Glasses and the Envision App

1. Turn on the Envision Glasses and wear the device.
2. Go to **Settings**.
3. Now go to **Wi-Fi**.
4. Go to **Search for Wi-Fi connections**. If you are not seeing this option, it means your Wi-Fi is off and you have to first double-tap to turn on the Wi-Fi.
5. After double-tapping with one finger on **Search for Wi-Fi connections** you will hear a fetching sound. Upon completion, a list of Wi-Fi networks will be given.
6. Swipe forward with one finger, or back, to scroll through the list of Wi-Fi networks.
7. Do a one-finger double-tap on the **name of the Wi-Fi Network**.
8. In this guide, we assume you have not connected to this network before. You will end up on the screen to connect with the Envision App. Do a one-finger double-tap again to use the Envision App to fill in the network password.
9. You will receive a notification from the Envision App on your smartphone. Tap on the notification to open the Envision App.
10. Tap on the input field and fill in the correct Wi-Fi network password.
11. Tap on Connect. Your Envision Glasses should connect to your WiFi.

8.1.4 Connect to the internet by using the Envision App

1. Open the **Envision App** on your phone.
2. Go to the **Glasses tab**.
3. Go to **Settings**.
4. Go to **Wi-Fi**.
5. Go to **Search for Wi-Fi connections**.
6. The Wi-Fi connections around you are now being loaded. **Tap on the Wi-Fi name you want to connect with.**

7. Tap on the input field and **fill in the password** of your Wi-Fi. Make sure this password is entered correctly.
8. Tap on **Connect**.
9. You will be connected to the Wi-Fi network.

8.1.5 Can my Envision Glasses switch between two known active networks?

Yes, to switch between two active networks within range of your glasses you can use Voice Commands and say **Quick Switch**.

This will allow you to switch seamlessly between the networks you have previously taught your glasses. This is ideal in situations where you are connected to your home Wi-Fi network and want to switch to your personal hotspot.

If your glasses recognise more than two known networks within range, you will be shown a list of all available networks to select the one you prefer. You can also activate **Quick Switch** by going to your Envision Glasses' **Settings**, here are the detailed steps to do so:

1. Go to **Home** and do a one-finger swipe back to navigate to **Settings**.
2. Go to **Wi-Fi** and you will hear the status of your Wi-Fi and the network you are connected to.
3. Do a one-finger swipe forward and you will hear '*Quick-switch to another known and active network around you*'. Do a one-finger double tap here for the glasses to switch to the other known active network in range.
4. The glasses will confirm the status and inform you that they are connected to this other network.

8.1.6 Explainer Video: Quick Switch & New Menu Structure

To learn how to quickly switch networks and customize the Envision Glasses menu, [tap here](#) to watch our video tutorial

8.1.7 Features that do not require an internet connection

The following features do not require an internet connection:

1. Instant Text: To be able to instantly read in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Instant Text** screen by doing a two-finger single tap. Your Envision Glasses will still read in offline mode even if the offline mode is not activated when there is no nearby Wi-Fi protected network to connect your Envision Glasses to. The list of languages that can be read in offline mode can be consulted here [Supported Envision Glasses Reading Languages](#)

2. Scan Text: To be able to scan text in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Scan Text** by doing a two-finger single tap. Keep in mind that **Layout Detection** is not available in offline mode, and that this mode must be activated if there is no nearby Wi-Fi protected network to connect your Envision Glasses to. Please note that exporting text to Envision App always requires an internet connection.
3. Batch Scan: To be able to batch scan in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Batch Scan** by doing a two-finger single tap. Keep in mind that **Layout Detection** is not available in offline mode. Please note that exporting text to Envision App always requires an internet connection.
4. Recognize Cash: To be able to **Recognise Cash** in offline mode, the preferred currency must first be downloaded while connected to the internet.
5. Detect Light
6. Detect Colors
7. Scan QR Code
8. Find Object
9. Find People: The glasses will **Find People** by playing a beep in offline mode, but to identify the person's name in the **Find People** and **Explore** features, you need to access the faces that have been previously taught in your Envision App, and that requires an internet connection.
10. Explore

8.2 Connect to Hotspot

Are you outside of the house and you still want to use your Envision Glasses? Not to worry, you can share the cellular data connection of your smartphone with your glasses when you don't have access to a Wi-Fi network.

This chapter explains the following:

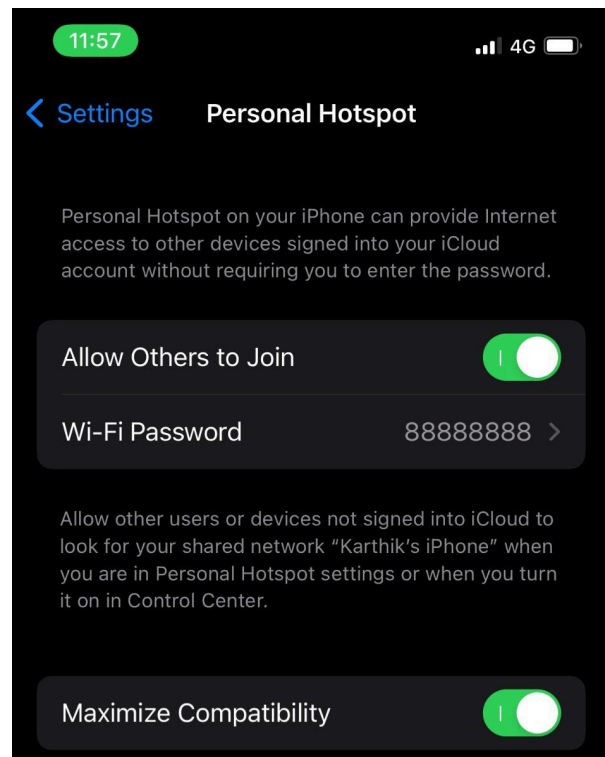
- **Hotspot on iOS**
 - **Connecting to the iPhone's Personal Hotspot for the first time**
 - **Connecting to iPhone's Personal Hotspot after the first time**
- **Hotspot on Android**
- **Why is my Personal Hotspot not detected by Envision Glasses?**

8.2.1 Hotspot on iOS

Connecting to iPhone's Personal Hotspot for the first time after pairing

To successfully connect your Envision Glasses to your iPhone's personal hotspot for the first time, a second screen is required in addition to your iPhone on which you can generate a QR Code of your **Personal Hotspot** password. This is a one-time step, once connected you will always be able to connect to your **Personal Hotspot** without entering your password unless you change your password. This second screen can be your laptop, desktop or another iPhone with access to the Internet. The reason for having a second screen is that on an iPhone, a hotspot is only discoverable

when you are on the **Personal Hotspot** screen in the **Settings** of your iPhone. As soon as you leave the screen, the hotspot is no longer discoverable. You need to be on this screen for a connection to get established. You may leave this screen once the connection is established and the hotspot will continue to work.



To connect to the iPhone's personal hotspot for the first time, follow these steps:

1. Go to **Settings** on your iPhone and tap on **Personal Hotspot**.
2. Make sure that you have the **Allow Others to Join** option enabled. Here you can check or change your personal hotspot password and find out how your iPhone is named. If you want to change the name of your iPhone, to find out how to do this, [tap here](#).
3. Once you know your **Personal Hotspot** password, switch to your second screen, which can be your laptop, desktop or another iPhone with access to the Internet and go to this website: letsenvision.com/qr. Here you can enter the password of your personal hotspot network and press the **Create Wi-Fi QR** button. This will generate a QR code on the screen. We recommend double-checking if you have added the password correctly. Keep an eye on the uppercase, lowercase or any other symbols you have added in your password.
4. Switch to Envision Glasses, and navigate to **Settings** and then to **Wi-Fi**.
5. Go back to your iPhone and make sure that the option **Allow others to Join** is enabled.

Note: Please stay on this screen on your iPhone through the next steps, as your hotspot is only discoverable when you are on the **Personal Hotspot** screen in the **Settings** of your iPhone. As soon as you leave this screen, the hotspot is no longer discoverable. You need to be on this screen for a connection to get established. You may leave this screen once the connection is established and the hotspot will continue to work.

6. On Envision Glasses do a one-finger double tap on **Search for Wi-Fi Connections**.
7. Once you hear the names of Wi-Fi networks, swipe through to find the one that speaks out your iPhone's name. Do a one-finger double tap on it to connect.
Note: If you don't hear your iPhone's name, please disable and enable **Allow Others to Join** from your iPhone, go back to **Home** on your Envision Glasses by doing a two-finger swipe down and repeat the previous steps. When you hear the name of your iPhone please do a one-finger double tap.
8. Upon hearing your iPhone's name, do a one-finger double tap to connect.
9. Do a one-finger double tap on the '*Use a QR Code to connect*' option.

Note: For iOS users, the only reliable option to connect to the personal hotspot is to **Scan a QR Code** due to iPhone limitations.

10. Now with the Envision Glasses on your face, look in the direction of the **QR Code** previously generated on your screen. A connection will be established and it will give you a successful sound.

Note: If your Envision Glasses do not recognise the generated QR code, make sure that your monitor screen is turned on with high brightness, that your screen curtain is turned off and that you are on the correct tab where the QR code is present.

Connecting to iPhone's Personal Hotspot after the first time

If you have already connected to the hotspot on your iPhone with Envision Glasses once, it will remember the password of the hotspot. If you want to connect to the hotspot again, here are the steps:

1. Go to **Settings** on your iPhone and tap on **Personal Hotspot**.
2. Make sure that you have the **Allow Others to Join** option on that screen turned on.
3. Please stay on this screen on your iPhone through the next steps, as your hotspot is only discoverable when you are on the **Personal Hotspot** screen in the **Settings** of your iPhone. As soon as you leave this screen, the hotspot is no longer discoverable. You need to be on this screen for a connection to get established. You may leave this screen once the connection is established and the hotspot will continue to work.
4. Go to **Settings** and then **Wi-Fi** on the glasses. Search for the network name and then double tap to connect. You will not need to enter a password again.

8.2.2 Hotspot on Android

To turn on your hotspot on an Android phone, complete the following steps:

1. Go to **Settings**.
2. Go to **Network & Internet** (in some Android phones, you might have to go to **More**, instead). If you have a Samsung, you can skip this step and move directly to the next one.
3. Go to **Hotspot & tethering**, if you can't find it, it might be in the **More** subsection.
4. Go to **Portable Wi-Fi Hotspot**.
5. Go to **Set up Wi-Fi Hotspot**, sometimes also **Configure Mobile Hotspot**.
6. Choose your **network name** and **password**. This is the password that you will use to connect to the hotspot.
7. Follow the same steps to connect to a Wi-Fi network shown in the previous guides and connect with the **name of your hotspot**.

8.2.3 Why is my Personal Hotspot not detected by Envision Glasses?

When the hotspot is not detected by Envision Glasses:

1. Make sure you can use a personal hotspot with your plan: Go to iPhone's **Settings** and search for the **Personal Hotspot** or **Cellular** options. If these options are there, you can move on to the next step. If you don't see these options, contact your carrier to make sure you can use the personal hotspot with your current plan.
2. Make your personal hotspot sharable: Go to iPhone's **Settings** and search for the **Personal Hotspot** or **Cellular** options. Enable the option **Allow Others to Join**. If you can't turn on **Personal Hotspot**, check that your wireless carrier enabled it and that your wireless plan supports it.

3. Keep in mind that for the first time, this process requires a second screen in addition to your iPhone, on which you can generate a QR Code of your **Personal Hotspot** password. This second screen can be your laptop, desktop or another iPhone with access to the Internet. This is a one-time step, once connected you will always be able to connect to your **Personal Hotspot** without entering your password unless you change your password.
4. Change the auto-generated Wi-Fi Password: Once **Allow Other to Join** is enabled, right below this option you can change your personal hotspot password by tapping on the **Wi-Fi Password** button. There you can enter your preferred password.
5. Make sure you stay on the **Personal Hotspot** screen on your iPhone when searching for Wi-Fi connections on Envision Glasses: On iPhones, a hotspot is only discoverable when you are on the **Personal Hotspot** screen in the **Settings** of your iPhone. As soon as you leave the screen, the hotspot is no longer discoverable. You need to be on this screen for a connection to get established. You may leave this screen once the connection is established and the hotspot will continue to work.
6. Update Envision Glasses to the latest version. To check if you are on the **latest glasses software** version check [here](#).
7. Update Envision App to the latest version. To check if you are on the **latest iOS software** version check [here](#). To check if you are on the **latest Android software** version check [here](#).
8. Restart the [iPhone](#) that provides **Personal Hotspot** and your Envision Glasses: To turn off your Envision Glasses, press and hold the button for 3 seconds. You will hear a sound when the Envision Glasses initiate the power-off process, which completes in 20 seconds. To turn on Envision Glasses, press the power button for 6 seconds. It will take about a minute for the device to boot up; there is no audio cue during this process. For more information, see Power Button
9. If you're using an iPhone 12 model or later, turn on **Maximize Compatibility**. Then try connecting your devices again to your **Personal Hotspot**. Keep in mind that when you turn on **Maximize Compatibility**, internet performance and Wi-Fi security might be reduced for devices connected to the hotspot.

If you are still not able to connect to the hotspot, don't hesitate to contact Envision's Customer Success Team at support@letsenvision.com

8.3 Connect To Bluetooth Devices

The Envision Glasses have a built-in Bluetooth module. This allows the glasses to be paired with the Envision App and other Bluetooth devices such as headphones, earbuds and speakers.

8.3.1 Connecting to headphones or speakers

To connect to Bluetooth headphones or speakers, follow these steps:

1. Turn on the Envision Glasses and wear the device.
2. Make sure your headphones or earphones are turned on and in pairing mode.

3. From the main menu do a one-finger swipe back to go to **Settings**.
4. Now go to **Bluetooth** and do a one-finger double tap. You will hear a fetching sound. This means the Envision Glasses are looking for Bluetooth devices around you.
5. You will hear the first discovered device, swipe forward or back to scroll through the list of Bluetooth devices around you.
6. Do a one-finger double tap on the **name of your Bluetooth device**. You will hear a processing sound. Do a one-finger double tap again to finalise the pairing process.
7. Once you hear a successful sound, you will hear the sound coming from your Bluetooth device.

8.3.2 Connecting to AirPods

The steps below explain how to connect to AirPods. Besides AirPods, this guide is also meant for all devices with **Apple's W2-Chip** such as AirPods Pro, Beats Powerbeats, and more:

1. Make sure that both of the AirPods are in their case.
2. Open the lid of your charging case.
3. Press and hold the button on the back of your charging case. The status light will begin to flash white, which means your AirPods are now in **Bluetooth Pairing** mode.
4. Grab your Envision Glasses and go to **Settings**.
5. Now go to **Bluetooth**.
6. A list of Bluetooth devices will show up. Navigate to the name of your AirPods.
7. Take the AirPods out of the case and put both of them in your ear.
8. Now do a one-finger double-tap on the name of your AirPods and wait for it to connect.
9. A success sound will be played and your AirPods are now connected with the Envision Glasses. In some cases, it might take up to 10 seconds before the sound comes from the AirPods.

8.4 Connect to a wired device

At the back of the body, you will find a port to connect USB-C devices to the Envision Glasses. This port is used to charge the device with the provided cable, but it can also be used to attach earphones, hearing aids, or speakers to your glasses.

Using other devices that don't support USB-C

If you have speakers or earphones that do not work with USB-C, you can also use a converter. So if your earphones have a traditional 3.5mm audio jack, try looking for a **USB-C Male to Audio Jack Female Converter**. Make sure that the converter does not have DAC built-in. Plug in the audio jack of your earphones in the female audio jack of the converter and the USB-C in the back of the Envision Glasses. That's it!

Disclaimer: Some users have reported that some wired headphones block the audio output of Envision Glasses at 20% volume. If you experience this problem, please contact

us at support@letsenvision.com – We, therefore, recommend, if possible, the use of Bluetooth headsets compatible with 5.0 Bluetooth.

8.5 Battery Performance

In this article we will guide you through the following sub-topics:

1. **How to make sure your Envision Glasses are powered off?**
2. **How does the battery of your Envision Glasses operate?**
3. **How to check if the battery performance of your Envision Glasses is as expected?**
4. **What are the next steps in case the battery of your Envision Glasses does not perform normally?**

How to make sure your Envision Glasses are powered off?

To turn off your Envision Glasses, press and hold the button for 3 seconds. You will hear a sound when the Envision Glasses initiate the power-off process, which completes in 20 seconds.

We recommend shutting down Envision Glasses if you are not going to use them for the next three hours. If you are going to use them in the next three hours, we recommend that you simply put them in Sleep Mode. To learn more about this topic, please see [Power Button](#)

Envision Glasses will automatically turn on when you unfold them or when you plug them into a charger, even if you have already turned them off. We recommend that when you turn them off, you fold them up and put them in the protective case to ensure that the glasses will have battery power when you need them.

On the other hand, if you have any visual assistance, the power LED located at the end of the right arm next to the charging port, lights up when Envision Glasses are turned on and when they are charging. Therefore, a confirmation that the glasses are completely off is if the power LED is not blinking.

How does the battery of your Envision Glasses operate?

1. Battery Life

- Envision consumes most of the battery when in use due to the need to have the camera active and light detection when using all features.
- Envision Glasses can be used for 4 to 6 hours per day in normal use conditions. Normal use means using a few Envision Glasses features once every hour or a couple of hours, not consecutively. If the glasses are used non-stop, the battery will drain faster.
- As batteries do not work in a linear fashion, some devices drain battery power easily from 100% to 80% and from 80% to 40% a little slower. If that happens with your Envision Glasses it is definitely normal behaviour.
- Even if the glasses are turned off or in Sleep Mode, it is normal for the battery to discharge, this behavior is similar to all electronic devices that use lithium batteries. The discharge will be more noticeable compared to other devices, as Envision Glasses hardware has a small module which, compared to the battery of a phone or other larger devices, will have a considerably shorter life.

2. Powering Envision Glasses after a long period of disuse

- If you haven't charged Envision Glasses for a couple of days/weeks, it may take longer to charge them. In this state, it's normal that Envision Glasses won't turn on when you press the Power Button. But don't worry. Grab a cup of coffee and return in a bit, and Envision Glasses should turn on normally. For more information, please see [Taking Care Of Envision Glasses](#)

3. Take advantage of a fast charging adapter

- Envision Glasses support fast charging, therefore you can use the supplied cable in the box with an adapter that supports fast charging. Fast charging allows you to charge the device to 50% in less than 30 minutes.
- When having charging problems, we recommend to please check the power outlets, the USB-C charging cable and the power adapter.
Disclaimer: Plugging Envision Glasses with the charging cable into a computer will not charge the device, nor will they be recognized on a desktop or computer.

4. Be prepared when leaving home

- Ultra-capacity power banks are a great help if you are planning to spend a lot of time away from home. A tip would be to look for one with at least 20,000mAh as this will allow you to charge your Envision Glasses and even your phone more than once when using it as a personal hotspot.

How to check if the battery performance of your Envision Glasses is as expected?

Based on the above information, rest assured that the battery of your Envision Glasses is performing as expected, if:

1. Your Envision Glasses can be used for 4 to 6 hours per day in normal use conditions. Normal use means using a few Envision Glasses features once every hour or a couple of hours, not consecutively. If the glasses are used non-stop, the battery will drain faster.
2. Compared to the battery of a phone or other larger devices, they will have a considerably shorter battery life.
3. The battery will discharge even if your Envision Glasses are turned off or in Sleep Mode, this behavior is similar to all electronic devices that use lithium batteries. The discharge will be more noticeable compared to other devices, as the Envision Glasses hardware has a small module that, compared to the battery of a phone or other larger devices, will have a considerably shorter lifetime.
4. If you haven't charged Envision Glasses for a couple of days/weeks, it may take longer to charge them.

What are the next steps in case the battery of your Envision Glasses does not perform normally?

A case in which the battery may require replacement would be a discharge from 100% to 0% in less than 10 hours without active use or if you detect an abnormal behavior of the battery that is not mentioned above as normal behavior.

In this case, please inform us directly at support@letsenvision.com, as we would need to perform a final examination of your Envision Glasses, which will require the device to be shipped to our offices in order for us to perform the appropriate tests and deliberate whether it is a hardware issue that requires replacement or is related to other factors.

This examination is performed by our Glasses Engineering and Design Teams, once your unit is received.

9. Language & Localisation

This chapter contains all the information related to changing the language in Envision Glasses, the supported reading languages and how to help with localisations in your native language.

9.1 Change Device Language

In the language settings, you can change the language of the Envision Glasses.

To change the device language, follow these steps:

1. Go to **Settings** by doing a one-finger swipe back in **Home**
2. Go to **Language** and do a one-finger double tap.
3. Scroll through the list of languages by swiping forward and back with one finger.
4. Do a one-finger double-tap on your preferred language. Afterwards, you will hear a processing sound and you will be redirected to the start screen.

For the complete list of device languages, please see [Supported Device Languages](#)

9.2 Supported Envision Glasses Reading Languages

The languages that Envision Glasses can read via **Text To Speech** are:

Languages Envision Glasses can read in Online Mode

1. Albanian, Albanian (sq-AL)
2. Arabic (ar)
3. Bangla, Bangladesh (bn-BD)
4. Bangla, India (bn-IN)
5. Bosnian, Bosnia and Herzegovina (bs-BA)
6. Bulgarian (bg)
7. Catalan, Spain (ca)
8. Cantonese, Hong Kong (yue-HK)
9. Chinese, China (zh-CN)
10. Chinese, Taiwan (zh-TW)
11. Croatian, Croatia (hr-HR)
12. Czech, Czech Republic (cs-CZ)
13. Danish, Denmark (da-DK)
14. Dutch, The Netherlands (nl-NL)
15. English, Australia (en-AU)

16. English, India (en-IN)
17. English, Nigeria (en-NG)
18. English, United Kingdom (en-GB)
19. English, United States (en-US)
20. Estonian, Estonia (et-EE)
21. Filipino, Philippines (fil-PH)
22. Finnish, Finland (fi-FI)
23. French, Canada (fr-CA)
24. French, France (fr-FR)
25. German, Germany (de-DE)
26. Greek, Greece (el-GR)
27. Gujarati, India (gu-IN)
28. Hindi, India (hi-IN)
29. Hungarian, Hungary (hu-HU)
30. Indonesian, Indonesia (id-ID)
31. Italian, Italy (it-IT)
32. Japanese, Japan (ja-JP)
33. Javanese, Indonesia (jv-ID)
34. Khmer, Cambodia (km-KH)
35. Korean, South Korea (ko-KR)
36. Koren (ko)
37. Kurdish
38. Malayalam, India (ml-IN)
39. Marathi, India (mr-IN)
40. Nepali, Nepal (ne-NP)
41. Norwegian, Norway (nb-NO)
42. Polish, Poland (pl-PL)
43. Portuguese, Brazil (pt-BR)
44. Portuguese, Portugal (pt-PT)
45. Romanian, Romania (ro-RO)
46. Russian, Russia (ru-RU)
47. Serbian, Serbia (sr)
48. Sinhala, Sri Lanka (si-LK)
49. Slovak, Slovakia (sk-SK)
50. Spanish, Latin America (es-US)
51. Spanish, Spain (es-ES)
52. Sundanese, Indonesia (su-ID)
53. Swahili, East African Coast (sw)
54. Swedish, Sweden (sv-SE)
55. Tamil, India (ta-IN)

- 56. Telugu, India (te-IN)
- 57. Thai, Thailand (th-TH)
- 58. Turkish, Turkey (tr-TR)
- 59. Ukrainian, Ukraine (uk-UA)
- 60. Urdu, Pakistan (ur-PK)
- 61. Vietnamese, Vietnam (vi-VN)
- 62. Welsh, United Kingdom (cy)

Languages Envision Glasses can read in Offline Mode

All the above except Arabic, Urdu, Khmer, Kurdish, Malayalam, Sinhala, Tamil, Telugu, Thai, Ukrainian and Russian.

For up to date information, please see [Supported Envision Glasses Reading Languages](#)

9.3 Localisations in your native language

Having users from different parts of the world, and speaking different languages doesn't stop us, at Envision we strive to give our end users, maybe that's you, the best accessible experience. And for this, we need help! Help us make Envision accessible for everyone in their native language.

We use the crowdsourcing platform Crowdin to translate our strings. If you want to help us you can access Envision's projects and translate the text from English to your language.

9.3.1 Translating and proofreading with Crowdin

To start translating in Crowdin, follow these steps:

1. Visit [this link](#), sign up and log in.
2. Tap on a project that you would like to translate: Envision App, Envision Glasses, or Envision Companion app.
3. Now tap on the language that you want to translate.
4. Tap on the '**strings.xml**' file, this will open the editor.
5. You can now start translating strings!
6. The good news is that Crowdin is accessible for screen readers and there are keyboard shortcuts that will speed up the process of translating strings.

9.3.2 Why is my language not on the list?

Do you want to translate it into your native language, but it's not available on Crowdin yet? No worries, just send us a message on Crowdin or contact Envision's Customer Success Team at support@letsenvision.com with your language request.

10. Settings

In this chapter, we explain how to change the time format, volume, speed and voice in the audio settings of your glasses, as well as how to turn off the display and update to the latest software version.

10.1 Change Time Format

This setting allows you to change the time format from 12-hour to 24-hour time notation.

To change your time format, follow these steps:

1. Go to **Settings**.
2. Go to **Time Format** and do a one-finger double-tap.
3. The screen reader will speak out whether you have the 12-hour or 24-hour time notation. Do a one-finger double tap to change the current hour time notation.
4. Swipe down with one finger to go back and confirm your selection.

This setting allows you to change the time format from 12-hour to 24-hour time notation.

Note: There is no direct way to change the time manually. If your Envision Glasses display an incorrect time, please contact us at support@letsenvision.com

10.2 Change Volume, Speed and Voice in Audio Settings

The audio settings allow you to change the volume, speed, and voice of the screen reader. In the instructions below we assume that you are wearing the Envision Glasses, that the device is on, and that you are on the main menu.

Change Volume

To change the volume, follow these steps:

1. Go to **Settings**.
2. Go to **Audio**.

3. Go to **Change volume** and do a one-finger double-tap. You are now inside the settings to change the volume.
4. Do a one-finger swipe forward to increase the volume, and a one-finger swipe back to decrease the volume.
5. Swipe down with one finger to go back and confirm your choice.

Change Speed

To change the speed, follow these steps:

1. Go to **Settings**.
2. Go to **Audio**.
3. Go to **Change speed** and do a one-finger double-tap. You are now inside the settings to change the speed.
4. Do a one-finger swipe forward to increase the speed, or a one-finger swipe back to decrease the speed.
5. Swipe down with one finger to go back and confirm your choice.

Change Voice

To change the voice, follow these steps:

1. Go to **Settings**.
2. Go to **Audio**.
3. Go to **Change voice** and do a one-finger double-tap. You are now inside the settings to change the voice.
4. Scroll through the list of languages by swiping forward and back with one finger.
5. Do a one-finger double-tap on the voice you want to select.
6. Do a one-finger double-tap on your preferred voice. Afterward, you will hear a success sound and you will be redirected to the Change voice screen.

10.3 Turn Off Display

The Envision Glasses have a small screen at the front where images are projected, which can be used as a visual interface. If you have some rest vision, this screen should still be visible to you. However, if you find the screen to be distracting or do not want to use it, there is a possibility of turning the screen off.

To turn off your display, follow these steps:

1. Go to **Settings**.
2. Go to **Screen** and do a one-finger double tap.

3. The screen reader will speak out whether the screen is on or off. Do a one-finger double tap to enable or disable the screen.
4. Swipe down with one finger to go back and confirm your selection.

10.4 Update Software

Envision Glasses constantly receive software updates through which we add new features, improvements, and bug fixes. You will receive a notification on your phone every time a new update is available and you can check the latest versions and what's in them here: [Envision Glasses Updates](#)

How to update Envision Glasses to the latest version?

If an update is available to install the latest version, follow these steps:

1. Double-tap with one finger on the **Home** screen and make sure you are connected to a Wi-Fi network. A good tip to check the stability of your network is to take a picture with **Describe Scene**, this feature describes your surroundings using artificial intelligence. If your glasses are not able to process the image and provide you with a description or it takes a long time, we advise you to try to connect to another available stable Wi-Fi network or to your personal hotspot. If your glasses can provide you with an instant description, it means that your network is stable and your glasses are ready for the next step.
2. With the Envision Glasses powered on, navigate to **Settings** by doing a one-finger swipe back in **Home**.
3. Go to **Software** and do a one-finger double tap.
4. Go to **Check Update** and do a one-finger double tap. A processing sound will play while the device checks for available updates.
5. If an update is available, do a one-finger double-tap on **New Update** to install the latest version. A processing sound will play and you will be redirected to the Home screen once the download is finished. To verify that you are on the latest version, do a two-finger single-tap in **Home** to know what software version the glasses are on.

Are you having trouble finding the latest update?

Try restarting your Envision Glasses: Press and hold the power button for 3 seconds, wait 15 seconds and turn it on again by pressing and holding it for 6 seconds. After the Envision Glasses are turned on again, try to look for the **New Update**.

For more information on turning your Envision Glasses on and off, see [Power Button](#).

11. Purchasing Envision Glasses

This chapter contains information on how to schedule a free, personalized virtual demonstration of the glasses, how to order and what payment methods are accepted, our list of authorized distributors worldwide, information on funding support, and warranty and return policies.

11.1 Request A Demo

To ensure we support you in the best possible way, we recommend and encourage all our users to schedule a free, personalized virtual demonstration of the glasses to get an in-depth understanding of the full capabilities of the product.

You can choose the timetable that suits your availability here: [Schedule Your Envision Glasses Demo](#)

During our meeting, we will do our best to provide an overview of the glasses, walk through each feature together, and discuss your specific visual impairment and how Envision could suit your specific needs. There will also be ample time during this demo call for you to ask your questions and doubts directly to members of Envision Team.

11.2 Order Envision Glasses

You can order your Envision Glasses in your local currency here: [Access Envision Webshop](#)

Your Envision Glasses will be shipped to your preferred location and delivered to your door. The estimated shipping time for Envision Glasses is two weeks.

For questions about whether we can ship to your region, please contact us at **support@letsenvision.com**

11.3 Accepted Payment Methods

You can order your Envision Glasses in your local currency here: [Access Envision Online Store](#)

The accepted payment methods at the time of purchase are as follows:

- **Visa**
- **Mastercard**
- **Maestro**
- **American Express**
- **Shop Pay**

- **Apple Pay**
- **Google Pay**
- **Bancontact**
- **iDeal**

If you would like to purchase using a payment method that is not listed, please contact us at **support@letsenvision.com** and we will do our best to support your request.

11.4 Accessories

We have a range of accessories available for you to customize your Envision Glasses, to make them more comfortable and adapt them to your needs. We currently have different frames available, which can help you if you have a prescription, or if you need to wear tinted lenses, or simply if you prefer to wear a different design. You can order any of these accessories on our Envision Online Store [here](#).

For more information on all available frames, see [Frames](#)

11.5 Authorized Distributors

We strive to make Envision Glasses accessible to anyone in the world and therefore we work together with [distributors](#) in multiple countries. Our worldwide network of distributors is delivering innovative technology for an independent life.

They offer the possibility to get a hands-on demonstration of Envision Glasses and assist with applying for local funding support.

Who are Envision Distributors and where are they located?

You can consult the complete list here [Envision Worldwide Distributors](#)

If you are located in one of these countries and wish to purchase Envision Glasses, to ensure we support you in the best possible way: We recommend and encourage all our users to schedule a free, personalized virtual demonstration of the glasses to get an in-depth understanding of the full capabilities of the product.

You can choose the timetable that suits your availability here: [Schedule Your Envision Glasses Demo](#)

11.6 Funding Support

Envision Glasses are considered assistive devices and hence qualify for different types of local funding, subsidy, or reimbursement options. This funding could be either from your insurance company, local government, veterans association, or a non-government organization. Since these options depend on a lot of variables – like your level of impairment, region of residence, etc. – it's best to consult your local experts about it.

If you would be interested in learning more about your local funding options, please send us an email at support@letsenvision.com. We will connect you with our local distributor who will be able to provide you with the appropriate information.

11.7 Warranty

For purchases made directly through the Envision Online Store [here](#), the warranty on the glasses hardware is as follows depending on the edition purchased:

1. **Read Edition:** 1-Year Warranty. However, if there are local legal regulations in your region that require an extension of this period, Envision will comply with them. For more information on this edition, see [Purchase Envision Glasses Read Edition](#)
2. **Home Edition:** 1-Year Warranty. However, if there are local legal regulations in your region that require an extension of this period, Envision will comply with them. For more information on this edition, see [Purchase Envision Glasses Home Edition](#)
3. **Professional Edition:** 2-Year Warranty. For more information on this edition, see [Purchase Envision Glasses Professional Edition](#)

Envision will always first attempt to repair or debug the device remotely via video call, and if repair or debugging is not possible, the Envision Glasses can be sent to our headquarters and, depending on the warranty condition, a replacement will be sent. Note that this does not cover damages caused by the user.

Please note that the warranty period may vary if the purchase is made through a distributor. For your convenience please consult directly with our distributor if this is the case. The full list of Envision Worldwide distributor contacts is available [by tapping here](#).

In the case of out-of-warranty Envision Glasses, if it is not possible to repair them remotely, users can send the unit to Envision's headquarters at their own risk and at their own expense.

Repair of the device is not guaranteed. We will always do our best to try to repair the unit free of charge, if possible. If this is not possible, we will inform you of the repair costs and, if you agree to pay the costs, we will proceed with the repair.

If repair is not possible, we will see if a new unit can be provided at a discounted price. If the end-user chooses not to purchase a new unit and wishes to receive the damaged unit, the end-user must arrange the shipment of this unit back to the initial location.

All costs associated with shipping the device to Envision's headquarters and back to the end-user's location, which may include import duties and customs charges, as well as all costs of repairing the glasses or, if they are not repairable, purchasing a new unit, will be borne by the end-user. If you are experiencing a problem with your Envision Glasses, please contact Envision's Customer Success Team at support@letsenvision.com

11.8 Return & Refund

Envision Glasses are used by users with mild visual impairments to users who are completely blind. They have been designed to be used easily without relying on any visual interaction. That said, there could be a slight learning curve depending on the type and severity of the visual impairment. Therefore, we encourage users to make use of the 30-day refund policy on purchases made from Envision, to test the glasses for themselves and see if it is the right tool for them.

If you find the glasses to be not the right fit for your needs, you can return them to us within 30-days, by sending us an email about them to support@letsenvision.com.

Kindly note that the return policy may vary if the purchase is made through a distributor. For more information, see [Return and Refund Policy](#)

12. Hardware & Specifications

This chapter contains general information about how to care for your Envision Glasses, the three audio output channels, the form and design of the hardware and the technical specifications.

12.1 Taking Care Of Envision Glasses

In this article, you will find information on how to ensure your Envision Glasses run smoothly on a day-to-day basis.

Charging

1. **Battery Life:** Envision Glasses consume most of the battery when in use due to the need to have the camera active and light detection when using all features. Roughly 4 to 5 hours of continuous use. We recommend shutting down Envision Glasses if you are not going to use them for the next three hours by pressing the power button for 3 seconds. You will hear a sound whenever Envision Glasses initiate the power-off process, which completes in 20 seconds. Upon hearing this sound, please fold the glasses without unfolding them as this will automatically power them on and place them in the protective case. If you are going to use them in the next three hours, we recommend that you simply put them in **Sleep Mode**. For more information, see [Power Button](#)
2. **Fast Charging:** The glasses support fast charging, which can be activated using a fast charging adapter. This will allow the device to be charged up to 50% in 30 minutes.
3. **Powering Envision Glasses after a long period of disuse:** If you haven't charged Envision Glasses for a couple of days/weeks, it may take longer to charge them. In this state, it's normal that Envision Glasses won't turn on when you press the power button. But don't worry. Grab a cup of coffee and return in a bit, and Envision Glasses should turn on normally.

Note: Keep in mind that your Envision Glasses will automatically turn on when you unfold them and when you connect them to the power cable.

Protecting

Your Envision Glasses are shipped with a protective case. We recommend that you always store your glasses in this hard case to ensure that they are accident-free.

Cleaning

Envision Glasses are water resistant up to 1 meter, but not waterproof. The device has a waterproof rating of IPX3 according to IEC 60529. This means they are classified as dust-tight and protected against water projected from a nozzle. Water resistance may be compromised due to normal wear and tear or damage to the device. While this means that the glasses can be cleaned with wet wipes, avoid submerging them in any way. Instead, use a disinfectant wipe or a damp non-abrasive cloth with mild soap, isopropyl alcohol wipes or any other cleaning wipe safe for human skin to gently sterilize the surfaces of the device. Then towel or air dry. Ideally, do not completely submerge Envision Glasses.

Note: If debris becomes lodged in the USB-C port, use a soft cloth and cotton swab to gently clean it out. By wiping your Envision Glasses you can help protect it from stains and wear. You can also disinfect your device using household disinfectant wipes. Avoid getting moisture or soap in openings, like the USB-C port. Don't use bleach or bleach-based disinfectant wipes.

Steps to follow when cleaning:

1. Turn off and unplug your device.
2. Remove dust and dirt from the exterior using a clean, soft cloth.
3. Apply a 0.5% detergent-water solution. For instance, using natural detergent or mild dishwashing soap or a 70-80% IPA Isopropyl Alcohol solution to a clean, soft cloth and wipe down all surfaces. If using a detergent-water solution, distilled water is recommended.

Note: Don't use disinfectant wipes that include bleach.

4. Dry all surfaces using a clean, soft cloth.

To extend the life of the Envision Glasses:

1. Avoid dropping your device.
2. Avoid getting moisture or soap into openings.
3. Avoid harsh cleaners and rough scrubbing. When disinfecting the screen, avoid excessive wiping.
4. Avoid spraying cleaners or compressed air at your device.
5. Avoid contact with direct flames or highly heated surfaces.

12.2 Audio Outputs

To hear everything that the glasses speak out to you, the Envision Glasses count with three audio output channels:

- **Built-In Speaker**
- **Bluetooth**
- **Wired Connection: USB-C Converter**

12.3 Technical Specifications

The technical specifications of the Envision Glasses and operating parameters are as follows:

SoC	Qualcomm Snapdragon XR1
OS	Android Open Source Project 8.1 (Oreo)
Memory / Storage	3GB LPDDR4 32GB eMMC Flash
Wi-Fi	IEEE 802.11a/g/b/n/ac, dual-band
Bluetooth	Bluetooth 5.0
Camera	8 Megapixel color sensor 83° diagonal field of view f/2.4 aperture Fixed focus, best focus at 0.6m Up to 1080p30 video
Display	640 pixel x 360 pixel RGB
Audio out	Mono Speaker USB audio Bluetooth (HFP supported)
Microphones	3 near field beam-forming microphones
Touch	Multi-touch gesture touchpad
Charging / Data	USB PD 2.0 compliant (fast charge up to 1.5 A @ 5 V) USB 2.0 data transfer USB-C compliant connector
LED	Privacy (camera) green LED, power (rear)

	white LED
Battery	800 mA · h (2880 C)
Inertial Sensors	3-axis Accelerometer 3-axis Gyroscope 3-axis Magnetometer
Materials	Resin nylon (pod)
Ruggedization	IP53 (Resistant to water spray and limited dust ingress)
Operating temperature	0° C to 35° C (32° F to 95° F)
Storage temperature	-20° C to 45° C (-4° F to 113° F)
Relative humidity	5% to 95% non condensing
Weight without frame	46 g
Dimensions without frame	212 mm x 57 mm x 29 mm (unfolded) 182 mm x 55 mm x 29 mm (folded)

13. Glasses Frequently Asked Questions

13.1 Can my Envision Glasses switch between two known active networks?

Yes, to switch between two active networks within range of your glasses you can use **Voice Commands** and say **Quick Switch**.

This will allow you to switch seamlessly between the networks you have previously taught your glasses. This is ideal in situations where you are connected to your home Wi-Fi network and want to switch to your personal hotspot.

Should it be the case that Envision Glasses are not automatically detecting your personal hotspot, please go to **Settings** on your glasses and select your **Personal Hotspot** name by doing a one-finger double tap.

For more information on this topic, see [Connect To Hotspot](#)

If your glasses recognise more than two known networks within range, you will be shown a list of all available networks to select the one you prefer. You can also activate **Quick Switch** by going to your Envision Glasses' **Settings**, here are the detailed steps to do so:

5. Go to **Home** and do a one-finger swipe back to navigate to **Settings**.
6. Go to **Wi-Fi** and you will hear the status of your Wi-Fi and the network you are connected to.
7. Do a one-finger swipe forward and you will hear '*Quick-switch to another known and active network around you*'. Do a one-finger double tap here for the glasses to switch to the other known active network in range.
8. The glasses will confirm the status and inform you that they are connected to this other network.

To learn how to quickly switch networks and customize the Envision Glasses menu, [tap here](#) to watch our video tutorial.

13.2 Which features work without an Internet connection?

The following features do not require an internet connection:

11. Instant Text: To be able to instantly read in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Instant Text** screen by doing a two-finger single tap. Your Envision Glasses will still read in offline mode even if the offline mode is not activated when there is no nearby Wi-Fi protected network

to connect your Envision Glasses to. The list of languages that can be read in offline mode can be consulted here [Supported Envision Glasses Reading Languages](#)

12. [Scan Text](#): To be able to scan text in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Scan Text** by doing a two-finger single tap. Keep in mind that **Layout Detection** is not available in offline mode, and that this mode must be activated if there is no nearby Wi-Fi protected network to connect your Envision Glasses to. Please note that exporting text to Envision App always requires an internet connection.
13. [Batch Scan](#): To be able to batch scan in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Batch Scan** by doing a two-finger single tap. Keep in mind that **Layout Detection** is not available in offline mode. Please note that exporting text to Envision App always requires an internet connection.
14. [Recognize Cash](#): To be able to **Recognise Cash** in offline mode, the preferred currency must first be downloaded while connected to the internet.
15. [Detect Light](#)
16. [Detect Colors](#)
17. [Scan QR Code](#)
18. [Find Object](#)
19. [Find People](#): The glasses will **Find People** by playing a beep in offline mode, but to identify the person's name in the **Find People** and **Explore** features, you need to access the faces that have been previously taught in your Envision App, and that requires an internet connection.
20. [Explore](#)

13.3 Which features of Envision Glasses need an internet connection?

The following features currently require an internet connection to function:

1. [Scan Text](#): This feature works similarly in offline mode. To be able to scan text in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Scan Text** by doing a two-finger single tap. Keep in mind that **Layout Detection** is not available in offline mode, and that this mode must be activated if there is no nearby Wi-Fi protected network to connect your Envision Glasses to. Please note that exporting text to Envision App always requires an internet connection.
2. [Batch Scan](#): This feature works similarly in offline mode. To be able to batch scan in offline mode, you need to activate **Offline Mode** in the **Context Menu** of the **Batch Scan** by doing a two-finger single tap. Keep in mind that **Layout Detection** is not available in offline mode, and that this mode must be activated if there is no nearby Wi-Fi protected network to connect your Envision Glasses to. Please note that exporting text to Envision App always requires an internet connection.
3. [Call A Companion](#)
4. [Call An Aira Agent](#)

5. Describe Scene
6. Envision Glasses Ask Envision

Note: You might be wondering about the difference between the online and offline modes for **Scan Text** and **Batch Scan**.

The online version still offers higher accuracy and an additional feature called **Layout Detection** which recognizes columns and headers in text. This option can be turned on within the context menu of **Scan Text** and **Batch Scan** if you are reading text that has more than one column or headings. Enabling this feature is not yet possible with **Scan Text** and **Batch Scan** in offline mode.

13.4 Can I use the Envision Glasses without my smartphone?

The Envision Glasses are designed to be used as a standalone device. That said, you do need a smartphone to pair and set up your Envision Glasses. Once you pair your Envision App with your Envision Glasses, you can use them without needing to have your phone around.

There are other configurations and settings that you need to perform on the Envision App on your phone, such as Adding A Companion, Teach Envision and Personalize your Menu.

13.5 Which features work without an Internet connection?

The following features do not require an internet connection:

1. Instant Text: To be able to instantly read in offline mode, you need to activate Offline Mode in the Context Menu of the Instant Text screen by doing a two-finger single tap. Keep in mind that the offline mode may not recognise some Latin scripts.
2. Recognize Cash: To be able to Recognise Cash in offline mode, the preferred currency must first be downloaded while connected to the internet.
3. Detect Light
4. Detect Colors
5. Find Object
6. Find People: The glasses will Find People by playing a beep in offline mode, but to identify the person's name in the Find People and Explore features, you need to access the faces that have been previously taught in your Envision App, and that requires an internet connection.
7. Explore

13.6 How will I know when there is a new Envision Glasses software update?

Envision Glasses constantly receive software updates through which we add new features, improvements, and bug fixes. You will receive a notification on your phone every time a new update is available and you can check the latest versions and what's in them here: [Envision Glasses Updates](#)

For more information, see [Update your Envision Glasses](#)

13.7 How can I connect my Envision Glasses to an open network?

Connecting to an open network, a Wi-Fi network without a password, is tricky with Envision Glasses, as most open networks open a web page when connecting, such as Wi-Fi networks in airports or coffee shops. As Envision Glasses have no screen reader or keyboard, navigating these pages is almost impossible. That said, there is a way to connect to an open network with special permission, for instance in your office or workplace.

For the first setup, that is, to pair your Envision Glasses with your Envision App for the first time, you must use a secured network, a Wi-Fi network with a password, such as your home network. For more information, see [Pairing your Envision Glasses](#)

After connecting your Envision Glasses to a protected network, you must request the IT or Accommodation Department of your workplace to manually whitelist your Envision Glasses device. Once they do, you will be able to connect to the open network without running into the webpage for authentication.

For this, they might request you for the **MAC Address** of the Envision Glasses. To find the **MAC Address**, follow these steps:

1. Go to **Home** and do a one-finger swipe back twice to the **Help** sub-menu on Envision Glasses.
2. Do a one-finger swipe forward until you hear **About your Envision Glasses**, and do a one-finger double tap to select this option.
3. Navigate to the option **MAC Address**, this will speak out a 12-digit unique number.

If you have any issues or if your IT department needs more information, please reach out to us at support@letsenvision.com

13.8 Which objects can Envision Glasses currently recognise?

We have created a list of all the objects that can be found to date, allowing you to be fully aware and in control of what you can find in the [Find Objects](#) and [Explore](#) features. Rest assured that they will continue to be expanded in the future.

The list of objects that can be recognized by the **Find Object** feature is as follows:

1. Backpack
2. Bench
3. Bottle
4. Cat
5. Chair
6. Coffee Cup
7. Computer Keyword
8. Couch
9. Dog
10. Door
11. Footwear
12. Laptop
13. Light Switch
14. Mobile Phone
15. Sink
16. Stairs
17. Sunglasses
18. Table
19. Toilet
20. Traffic Light

The list of objects that can be recognized by the **Explore** feature is as follows:

1. Backpack
2. Ball
3. Bed
4. Beer
5. Bench
6. Bicycle
7. Billboard
8. Billiard Table
9. Bird
10. Book
11. Bookcase
12. Bottle
13. Bowl
14. Bus
15. Car

16. Cat
17. Chair
18. Clock
19. Clothing
20. Coffee Cup
21. Coffee Table
22. Coffeemaker
23. Computer Keyboard
24. Computer Mouse
25. Couch
26. Desk
27. Dog
28. Door
29. Door Handle
30. Drawer
31. Dress
32. Envelope
33. Fire Hydrant
34. Flower
35. Flowerpot
36. Footwear
37. Fork
38. Glasses
39. Goggles
40. Handbag
41. Headphones
42. Houseplant
43. Human Face
44. Jacket
45. Jeans
46. Knife
47. Laptop
48. Light Switch
49. Microwave
50. Mobile Phone
51. Motorcycle
52. Oven
53. Pen
54. Person
55. Piano
56. Plant
57. Refrigerator
58. Remote Control
59. Scarf
60. Shelf
61. Shirt
62. Shorts
63. Sink

- 64. Skirt
- 65. Spoon
- 66. Stairs
- 67. Stop Sign
- 68. Studio Couch
- 69. Suitcase
- 70. Sunglasses
- 71. Table
- 72. Tablet Computer
- 73. Tap
- 74. Television
- 75. Toaster
- 76. Toilet
- 77. Toothbrush
- 78. Towel
- 79. Traffic Light
- 80. Traffic Sign
- 81. Train
- 82. Trousers
- 83. Truck
- 84. Vehicle Registration Plate
- 85. Waste Container
- 86. Watch
- 87. Window
- 88. Window Blind
- 89. Wine Glass

13.9 How can I pair Envision Glasses to a new smartphone?

If you want to pair your glasses with a new smartphone, you need to reset your Envision Glasses.

To reset your glasses, follow these steps:

1. Go to the **Help** sub-menu on Envision Glasses
2. Do a one-finger swipe forward until you hear **About your Envision Glasses**, and do a one-finger double tap to select this option.
3. Navigate to the option **Reset Device**, do a one-finger double tap to return the Envision Glasses to factory settings.
4. Your Envision Glasses are ready to be paired with the Envision App on your new smartphone. For more information, see [Pairing your Envision Glasses](#)

13.10 Where can I find the serial number of my Envision Glasses?

Each Envision Glasses has a unique 16-digit alpha-numeric serial number.

To find it in Envision App, follow the steps below:

1. Make sure your Envision Glasses are paired with Envision App. You will know they are paired if you can hear the following options in the **Glasses** tab: Status, Battery, Wi-Fi, Settings and Help. If these options are not found in this tab, please pair your Envision Glasses by following the steps in the next article: [Pairing your Envision Glasses](#)
2. **Step 2:** Navigate to the **Glasses** tab in Envision App and go to **Help**.
3. **Step 3:** Tap on **About your Envision Glasses**. Go to **Serial Number**, and here you will find a 16-digit alpha-numeric serial number.

To find it in Envision Glasses, follow the next steps:

1. Go to **Home** and do a one-finger swipe back twice to the **Help** sub-menu on Envision Glasses.
2. Do a one-finger swipe forward until you hear **About your Envision Glasses**, and do a one-finger double tap to select this option.
3. Navigate to the option **Serial Number**, this will speak out a 16-digit alpha-numeric serial number.

Finally, the **Serial Number** can also be found on the back of the Envision body, on the inside, right above the **Power Button**.

13.11 How do I create a Wi-Fi QR code?

To create a Wi-Fi QR Code, follow these steps:

1. Go to letsenvision.com/qr on your smartphone, desktop or laptop.
2. Fill in the **password** of your Wi-Fi network.
3. Tap on **Generate**.
4. Your QR code is generated. You can scan the QR code with your Envision Glasses to pass the data onto the device and connect with your Wi-Fi network.

For more information, see [Connect To Wi-Fi](#) or [Connect To Hotspot](#)

13.12 What are Security and Maintenance Updates?

Security and maintenance updates refer to a set of software updates on Envision Glasses which mainly include incremental and essential developments to the software like bug fixes, performance enhancements, and stability improvements. This will ensure that your existing set of features continues to perform optimally. These updates will be available to all Envision Glasses for free, regardless of the edition.

13.13 What is the Software Updates Pass for Envision Glasses?

Beginning **January 1st, 2024** — Read and Home Edition users beyond their first year will need the 2024 Software Updates Pass to get new features and enhancements.

Cost: \$199 USD

Coverage: Access to all new software features and improvements released in 2024.

Necessity: To download and install any new feature updates or significant enhancements to existing ones, this pass is essential.

- The pass can be purchased at any time of the year through the Envision App at a 30% discount valid until **March 31st, 2024** by following the steps below:

Step 1: Open the Envision App and go to the **Glasses** tab. Here you will find the **Envision Glasses Dashboard**, which contains the following options: Status, Battery, Wi-Fi, Edit, Pass, Settings and Help. For more information on this topic, please see [Pairing your Envision Glasses Tutorial](#)

Step 2: Navigate to the **Pass** option and tap on **Purchase 2024 Pass**.

Step 3: Enter your preferred payment method and tap on **Pay**.

Step 4: Once the payment is confirmed, you can verify the activation of your pass by going back to the **Glasses** tab and the **Pass** option should read 2024. In addition, on your Envision Glasses you can verify it by doing a two-finger single tap on the **Home** screen.

If you have any queries, please feel free to get in touch with our Customer Success Team by filling out [this form here](#).

- This pass is solely for new feature updates published in 2024. All Envision Glasses users will continue to receive all security and maintenance updates at no additional cost and we will continue to support all features published before **December 31st, 2023**.
All buyers of Envision Glasses receive a free pass for the year of their purchase and the subsequent year. For instance, if someone were to purchase the Envision

Glasses Read or Home Edition on **1st January 2023**, they would be eligible for all free software updates until **31st December 2024**.

In summary, the **2024 Software Updates Pass** ensures our Read and Home Edition users keep benefiting from the latest advancements in Envision technology throughout 2024. Upgrade your software experience and remain at the cutting edge of visual accessibility. We're grateful for your understanding and unwavering support.

13.14 How will I know what new software updates or new features will be released?

New ideas are always brewing in the **Envision Lab** to make a feature better or to create new functionality for your existing Envision Glasses. We constantly speak about the features our development team is working on during our monthly webinar, and sometimes also tease early demos. Whenever a new update goes out, we post detailed release notes that explain what each new release contains. You will be able to read all about it on our website using [this link](#).

13.15 Once my 2024 Software Updates Pass ends, if I decide not to renew my pass, will I still be able to use the new features I received when I subscribed?

Absolutely, your Envision Glasses will continue to work optimally with all the features that were present during your software update pass. You will only need to renew the pass for the new software updates or new features we introduce later.

13.16 As a Read or Home Edition user, if I do not purchase the 2024 Software Updates Pass, will I still be able to use my Envision Glasses?

Yes, your Envision Glasses will continue to perform optimally. The **Software Updates Pass** is completely optional. This pass is only for software updates and new features released in 2024. All Envision Glasses users will continue to receive all security and maintenance updates at no additional cost and we will continue to support all features published before **December 31st, 2023**.

13.17 How can I upgrade my Envision Glasses Edition?

At any time, Envision Glasses customers can upgrade from a lower Edition of the glasses to a higher Edition. For instance, it may be easier to purchase the Envision Glasses Read

Edition with funds from an insurance company, employer, or institution and then invest in upgrading to the Home Edition at a later date when ready.

There are three kinds of Upgrades available with the Envision Glasses Editions, priced as follows:

- From Read Edition to Home Edition for **USD \$699**
- From Home Edition to Professional Edition for **USD \$1,099**
- From Read Edition to Professional Edition for **USD \$1,699**

Upgrades can be purchased from within the Envision App and on the [Envision Webshop](#).

These are the changes that we are bringing to our product range and their prices going forward. We hope this brings clarity to your choice and offers more options for you to choose from, based on your specific needs.

13.18 Will it be possible to downgrade from one Edition to another?

No, we do not support options to downgrade.

13.19 I am an existing Envision Glasses user, which Edition are my Envision Glasses?

All existing Envision Glasses, purchased before January 26th, 2023, will be considered as **Home Edition**.

You might be eligible for a free Upgrade to the Professional Edition of Envision Glasses if you meet the following conditions:

1. You purchased your Envision Glasses before June 30th, 2022.
2. You paid the full price of US \$3499 or higher. **Not part of any discount campaign.**
3. You are able to provide valid proof of your purchase.

If you believe this applies to you, kindly add your details to the following form: [Application for free Upgrade to Professional Edition](#)

Our team will review your application and get back to you with a response within 7 business days.

13.20 How can I find out which Edition is my current Envision Glasses?

Make sure your Envision Glasses are updated with the latest software update. You can update your Envision Glasses by following the exact steps in the [Update Software](#) article.

After updating your glasses to this version you can find the Edition and software pass status of your Envision Glasses by doing a two-finger single tap on the Home screen.

For more information on this topic, please see [Touchpad Gestures](#) and [On Device Tutorials](#)

13.21 When will I receive my Envision Glasses after purchase?

Your Envision Glasses will be shipped to your preferred location and delivered to your door, as our international courier is UPS. The normal **estimated shipping time** is two to three weeks from the day of purchase. We will provide you with a tracking number and an Onboarding Session invitation as soon as our Sales Team has shipped your order.

Keep in mind that prices do not include possible customs charges and other obligations that may apply when placing an order outside of our distributor network. Please familiarize yourself with the current charges that may apply to your order. For more information, please see [Terms and Conditions](#)

For questions about whether we can ship to your region, please reach out to Envision's Customer Success Team at support@letsenvision.com

Our Sales Team will do their best to ship as soon as possible. Rest assured that your Envision Glasses or Envision Accessory will be dispatched within the normal **estimated shipping time**, which is two to three weeks from the day of purchase. For questions about whether we can ship to your region, please reach out to Envision's Customer Success Team at support@letsenvision.com

To access Envision Online Store, [please tap here](#).

13.22 Am I eligible for a free upgrade to the Envision Glasses Professional Edition?

All existing Envision Glasses, purchased before January 26th, 2023, will be considered as **Home Edition**.

You might be eligible for a free Upgrade to the Professional Edition of Envision Glasses if you meet the following conditions:

1. You purchased your Envision Glasses before June 30th, 2022.
2. You paid the full price of US \$3499 or higher. **Not part of any discount campaign.**
3. You are able to provide valid proof of your purchase.

If you believe this applies to you, kindly add your details to the following form: [Application for free Upgrade to Professional Edition](#)

Our team will review your application and get back to you with a response within 7 business days.

13.23 How can I confirm if my Envision Glasses are already paired with the Envision App?

You will know that your Envision Glasses are already paired with your Envision App if you go to the **Glasses** tab of the Envision App and you can hear the following options: **Status**, **Battery**, **Wi-Fi**, **Settings** and **Help**.

If the **Envision Glasses** tab of the Envision App shows the page where you can **Request a Demo**, **Purchase Envision Glasses** or **Start pairing my Envision Glasses**, it means that your Envision Glasses are not yet paired with the Envision App.

This simply means that you may have reinstalled the Envision App or that you have a new phone. You will need to put the Envision Glasses into **Pairing Mode** before you can start the pairing process again in the Envision App.

To put your Envision Glasses in **Pairing Mode**, follow these steps:

1. On your Envision Glasses, go to **Settings** and do a one-finger double tap.
2. Once you are in **Settings**, swipe forward until you hear **Pairing Mode** and do a one-finger double tap again. You will be prompted to confirm and re-do a one-finger double-tap.
3. You can confirm that your Envision Glasses are in **Pairing Mode** whenever they continuously speak out the phrase '[Go to EnvisionGlasses.com](#)' in different languages, meaning that they are ready to be paired with the Envision App.
4. **Step 4:** On the Envision App, go to the **Envision Glasses** tab and tap on **Start pairing my Envision Glasses**, this will open **Step 1** which consists of correctly attaching your Envision Glasses to the desired frame by following these steps and switching on your Envision Glasses, once you are ready, tap on **Continue**.

5. In **Step 2** on the pairing process, wear your Envision Glasses near your smartphone, you will hear a sound in both the Envision App and the Envision Glasses, which means they are connected. Tap **Continue** to go to **Step 3**.
6. In **Step 3**, your Envision Glasses will need to connect to a protected Wi-Fi network. Tap **Continue** to search for discoverable networks in your location. A list of all networks will be displayed, select the one you want and enter the password in the Envision App to connect to it.
7. Once your Envision Glasses have successfully connected to the selected network, you will be directed to **Step 4**, the final step of the pairing process. You will hear **Paired Successfully** and to finish the pairing process you will need to tap the **Continue** button one last time to access the **Envision Glasses Dashboard**. If you do not hear **Envision Glasses Dashboard**, this means that you have not tapped the **Continue** button. Make sure you have tapped this button.
8. You will know that your Envision Glasses are already paired with your Envision App as you will hear the **Gestures Introduction Training** on your Envision Glasses if you are pairing them for the first time and on the Envision App if you go to the **Envision Glasses** tab and you can hear the following options within the **Envision Glasses Dashboard: Status, Battery, Wi-Fi, Edition, Pass, Settings and Help**.

For up to date information, please see [Pairing your Envision Glasses Tutorial](#)

14. Glossary

This glossary contains the definitions of terms that are used throughout this guide.

Artificial Intelligence: Artificial Intelligence (AI) is a broad term used to describe intelligence by machines. Envision mainly uses its subcategory, Computer Vision.

Body: The body is the main part of the Envision Glasses and houses the camera, internals, and speakers. The body is worn as the right arm of the Envision Glasses.

Computer Vision: A subcategory of Artificial Intelligence that deals with how machines can gain an understanding from digital images or videos. At Envision, we use computer vision to turn text and images into speech. This allows us to describe images to you, without the need of another person.

Envision Companion: A companion is a person with the Envision Companion app that you, the Envisioner, can add as a contact for the call option on the Envision Glasses. The companion, who could be a friend or family member, downloads the Envision Companion app on their phone and accepts your invitation. Afterwards, you will be able to call the companion, who will see what you are seeing through the camera of the Envision Glasses.

Envisioner: The term Envisioner refers to the user of the Envision Glasses. Companions are able to receive calls from Envisioners that they accepted in the Envision Companion app.

Envision Glasses: The Google Glass 2 smart glasses combined with Envision's AI-powered software.

Gestures Introduction Training: This is the training that is given when you pair your Envision Glasses with the Envision App for the first time. In this **Gestures Introduction Training** you will be guided through all the gestures on the device. Additionally, this training can be accessed from the **Help** sub-menu at any time.

Screen reader: The screen reader refers to the system that speaks out the interactive elements in a screen. The Envision Glasses have a built-in screen reader.

15. Contact Us

At Envision, we strive to provide our end users with the best accessible experience, which is why we continue to evolve and collect continuous feedback to prioritise our roadmap and fulfill your wish list.

To share your feedback with **Envision Team**, follow these steps:

1. Open the **Envision App** and navigate to the **Settings** tab
2. Tap on **Give Feedback**, a comment box will appear in which you can share your thoughts with us in detail. Tap on Send once you want to submit it.

We currently offer online assistance via email at support@letsenvision.com, and by private messaging on Twitter and Facebook. Envision's Customer Success Team Specialists are real, friendly human beings. We love answering questions, solving problems and helping you get the most out of Envision products.

Please do not hesitate to reach out to us at any time, we are always ready to respond to all your concerns during business hours: **Monday through Friday 10:00-17:00 Central European Time and 07:00-15:00 Central Standard Time.**

	Envision Technologies BV Wilhelmina van Pruisenweg 35 2595 AN Den Haag Netherlands
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