

# Technical Bulletin

**Date:** 4/2/2018

**Serial Number Effective:** Q0402001

**Product Line:** Transformer HD

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**Subject:** Transformer HD 3rd Party software compatibility.

Enhanced Vision is pleased to announce that Transformer HD is now compatible with the latest versions of Supernova (16.06), Zoomtext (11.7) and Zoomtext 2018. Additionally OCR capability has also been added when using these 3rd party add-ons.

**Model Affected:** S/N P0915001 (Sept 15, 2017 & Later) or Any Unit Updated to Phase 2 (If you are unsure whether or not your unit has been updated to Phase 2 please contact Enhanced Vision Technical Support).

## Questions & Answers

**Question #1:** What do I need to do to get this update? How do I know if my Transformer HD is compatible?

**Answer #1:** All Transformer HD units manufactured as of Sept 15th, 2017 & later or ones sent into the EV Factory for Phase 2 upgrades are eligible. Simply visit our website and follow the download and update instructions. Units manufactured after April 2nd, 2018 will automatically have these upgrades already included by default.

**Question #2:** What do you mean by 3rd party software compatibility?

**Answer #2:** Transformer HD integrates with popular screen magnification software Dolphin Supernova and Zoomtext. Screen Magnifiers divide the CCTV or OCR camera stream of Transformer HD into a split screen format for side-by-side use with their computer. This compatibility update improves the stability and adds full support for OCR scanning when using either of these 3rd party softwares.

**Question #3:** If I don't use Zoomtext or Supernova should I still get this update?

**Answer #3:** This update is recommended but not required if you are not using Supernova or Zoomtext.

**Question #4:** I've updated my Transformer but can't access any of the Transformer HD Menus? How do I use the Transformer HD Features with 3rd party software if I can't see the menu?

**Answer #4:** We are unable to show certain on screen graphics in the camera streaming window with 3rd party software on. To interact with the Transformer HD you can utilize the button and controls on the physical unit and the advanced features can be used with the shortcut "Ctrl + Alt + G" to jump to the Transformer HD application and then use the keyboard shortcuts for the desired features.

**Question #5:** Where can I find a list of references to these keyboard shortcuts?

**Answer #5:** Press the "F1" key while in the Transformer HD app, Enter the Help Menu, hover over the desired function in the Transformer HD menu with the mouse or refer to pages 35-44 of the Transformer user manual.

**Question #6:** I'm using the hotkeys but the correct function is not happening on screen. What's going on?

**Answer #6:** In order for the Transformer HD Application to receive the hotkeys you must always begin with the "Ctrl + Alt + G" shortcut which brings the application into focus. If you click on another window, object, etc the Transformer shortcuts will not be received and won't function as expected. Also note that many laptops use modifier keys that require you to hold down "Fn" for example to use some function keys.

**Question #7:** How do I change the Window position of the Transformer HD App?

**Answer #7:** We use the "F8" key to change Window Docking position which will switch between left-aligned, right-aligned, top-aligned and bottom aligned positions. We use the "F7" key to toggle between full screen CCTV and partial screen CCTV modes. Take special care when in full screen mode to remember to use the "Ctrl + Alt + G" before issuing any commands to the Transformer HD app.

**Question #8:** Is the Transformer HD app compatible with the built-in CCTV Controls for Supernova and Zoomtext? Do I have to use the Enhanced Vision Transformer HD App?

**Answer #8:** Yes, the Transformer HD app included on the flash drive is required to run and control the Transformer HD color modes, zoom, OCR, etc. You only need to run both the Transformer Application and 3rd party Screen Magnifier and the compatibility mode will automatically activate.

**Question #9:** Can I use Transformer HD via Wi-Fi with Screen Magnifier Software?

**Answer #9:** We only support USB 3.0 with Screen Magnifier software at this time.

**Question #10:** Do you support Mac Zoomtext?

**Answer #10:** We only support Windows based Screen Magnifiers at this time but Mac Zoomtext compatibility is part of our future plans.

**Question #11:** My Transformer HD and computer are doing something odd and not working properly with my installed screen magnifier...what should I do?

**Answer #11:** Restart your computer and power cycle the Transformer. Then relaunch the Transformer HD application and your Screen Magnifier software. This should correct most abnormal circumstances. If you still continue to have issues please contact technical support.

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Sincerely,

Ted O'Connor

Software Quality Assurance

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**enhanced**  
**vision**<sup>®</sup>

# Transformer HD Software & Firmware Download and Install Guide Version 02.45-Step by Step Instructions

*Note: This update requires you to utilize your original USB flash drive, Transformer HD Connected via USB 3.0 and an internet capable computer. If you no longer have your USB Flash Drive, please contact technical support so they can issue you a replacement. It is highly recommended that you have these instructions open during the update process.*

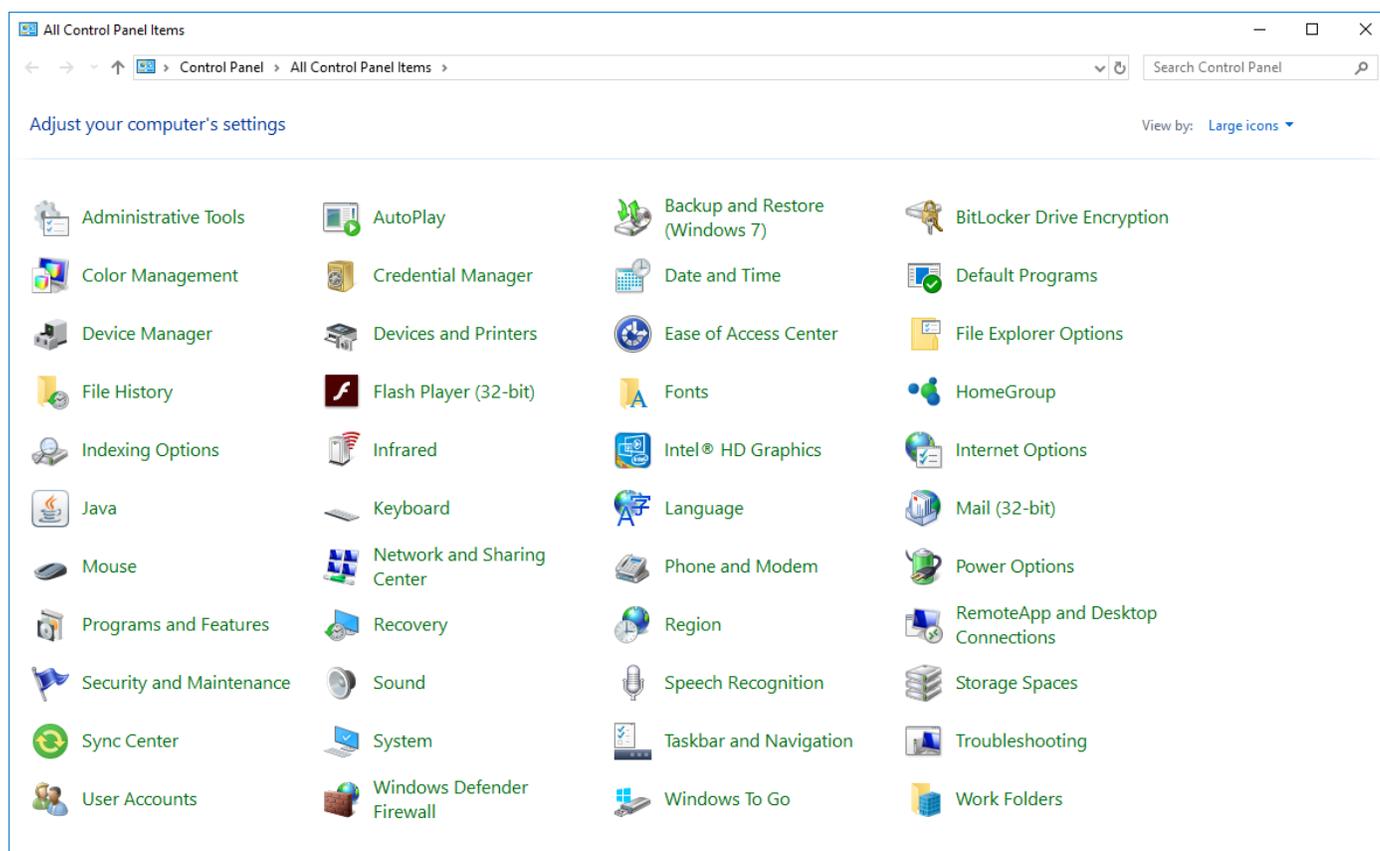
**Step 1:** Visit <https://www.enhancedvision.com/support/software/transformer-hd/update.html> and locate the release version 02.45. Download the following files to an easy to find location such as your downloads folder or desktop.

*The update requires you to download two files:*

- *TRHD02.45\_RTM20182603.zip \*(You must extract this file)\**
- *Update.zip \*(You must not extract this file)\**

**Step 2:** Ensure that your original USB Flash Drive is inserted and locate the TRHD-Windows Installer folder located there. You will need to extract the .exe from TRHD02.45\_RTM20182603.zip and replace TRHD02.23\_RTM20171309.exe.

**Step 3:** Now we must remove the old software application from your computer. Enter into control panel and select Programs and Features.

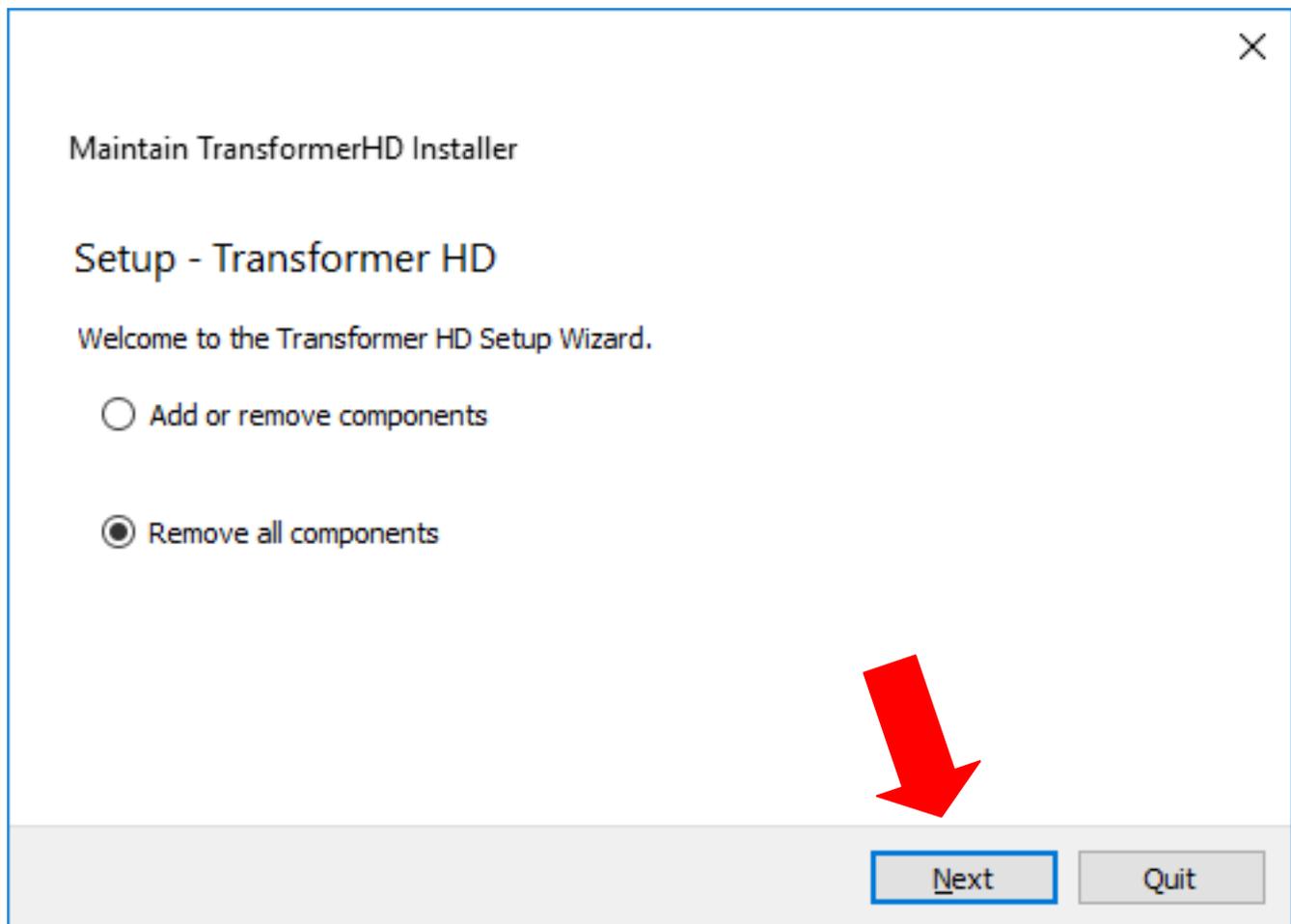


a) Locate Transformer HD in the programs list and right click on it.

Termit	CompuPhase	1/26/2018	589 KB	
<b>Transformer HD</b>	<b>Enhanced Vision</b>	<b>3/26/2018</b>	<b>1.13 GB</b>	<b>02.45</b>
Video Win Movie Maker 2016	videowinsoft.com	9/27/2017	79.9 MB	
VLC media player	VideoLAN	1/26/2018	123 MB	2.2.6
VNC Viewer 6.17.731	RealVNC Ltd	8/17/2017	22.8 MB	6.17.731.29523
Windows Driver Package - Enhanced Vision (WinUSB)...	Enhanced Vision	1/26/2018		
WinMerge 2.14.0	Thingamahoochie Software	6/8/2017	4.63 MB	2.14.0

Enhanced Vision Product version: 02.45      Comments: TransformerHD Installer  
Size: 1.13 GB

b) Select Uninstall and navigate through the on screen prompts (Remove all components):

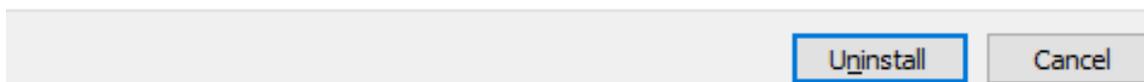


c) **Confirm Un-installation:**

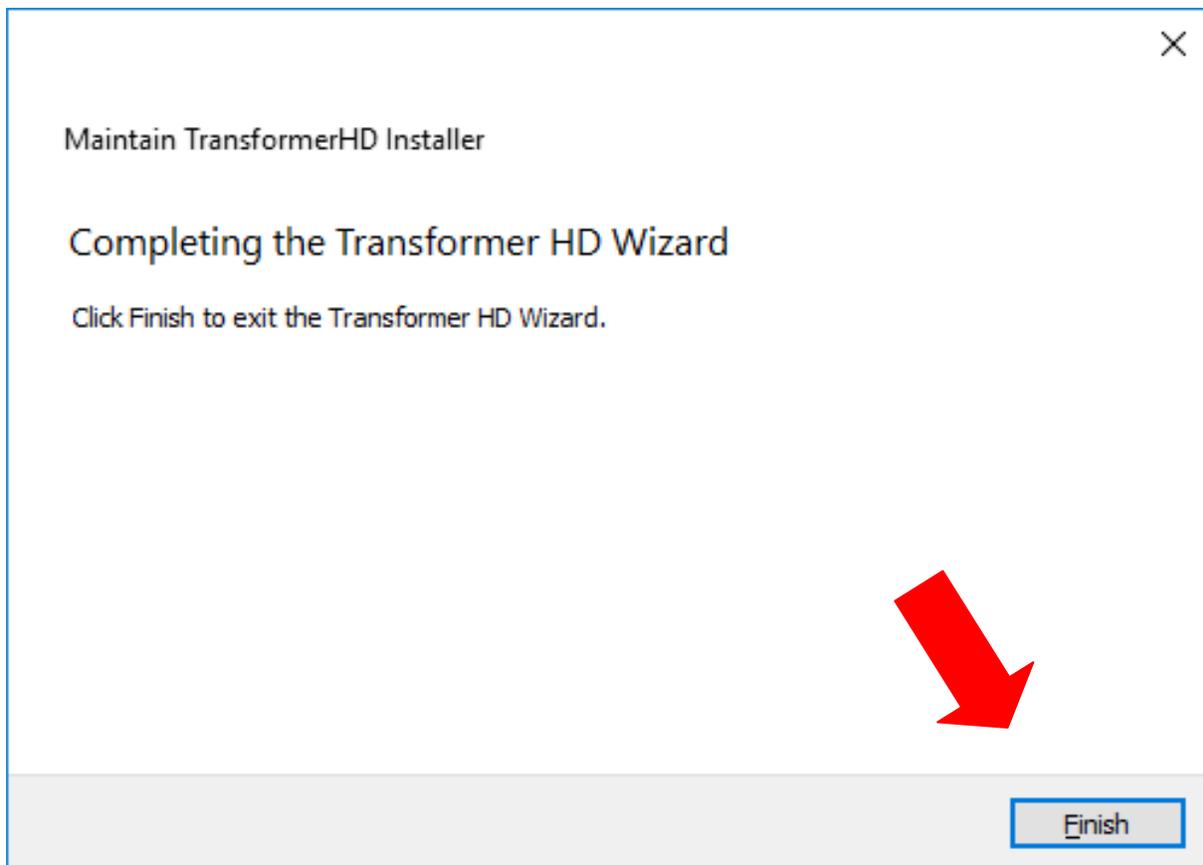
← Maintain TransformerHD Installer

Ready to Uninstall

Setup is now ready to begin removing Transformer HD from your computer.  
The program directory C:\Program Files\Enhanced Vision\TransformerHD will be deleted completely, including all content in that directory!

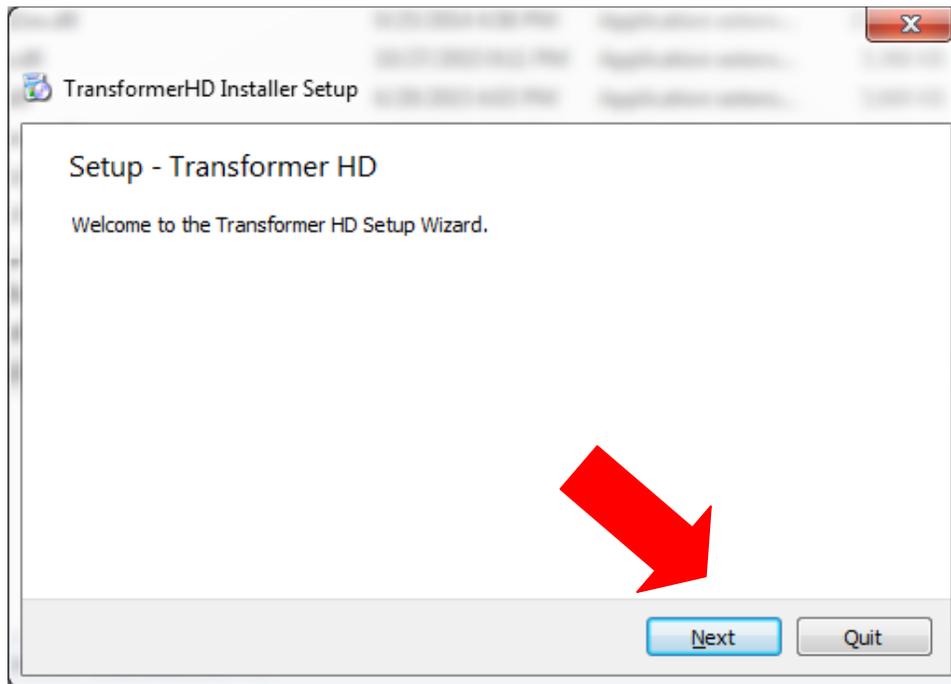


d) **Click Finish when complete.**

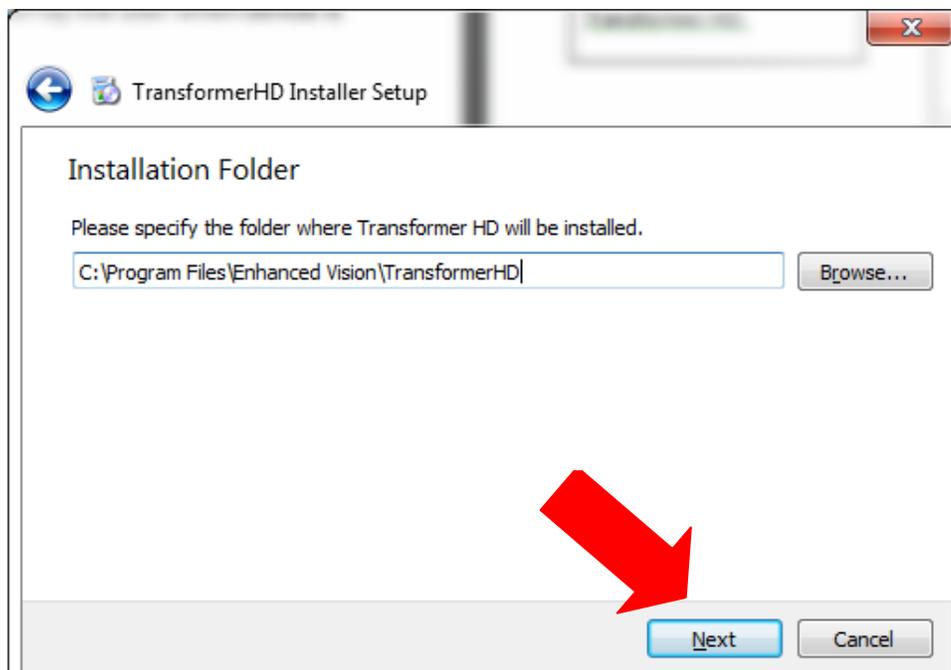


**Step 4:** Next we need to reinstall the new version of the application version 02.45 by navigation to the Transformer HD USB drive and locating the new RTM Installer we just downloaded and extracted in Step 1. Copy the file into the Windows-Installer Folder if you haven't already and then double click the Transformer Installer.

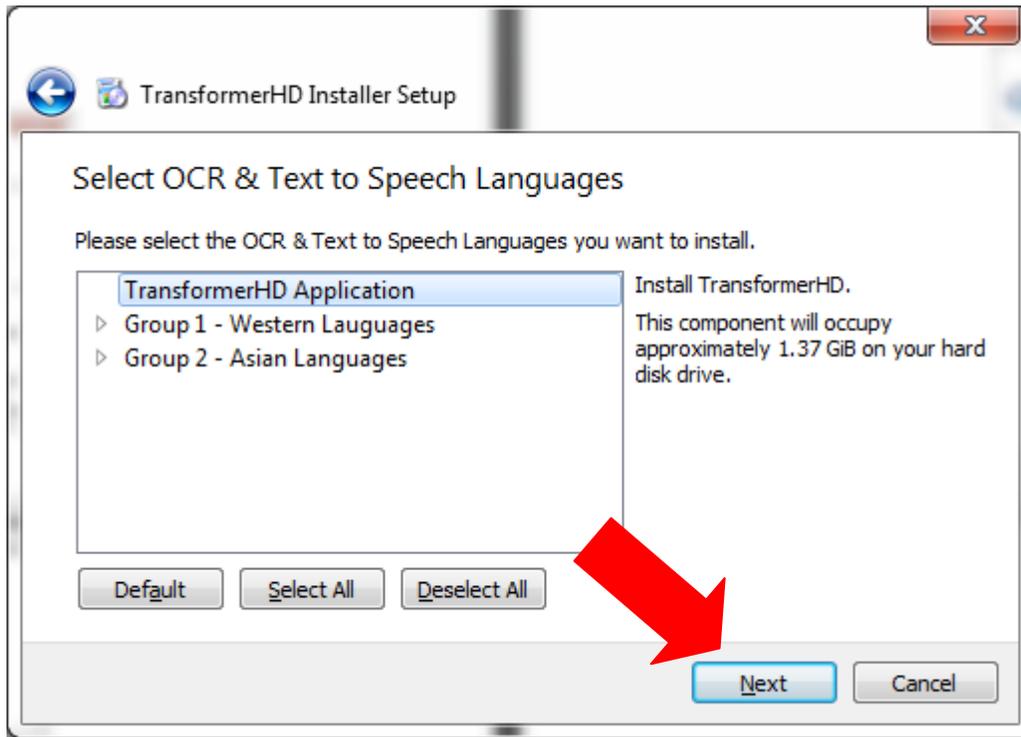
a) Click "Next" in the Setup Transformer HD Screen.



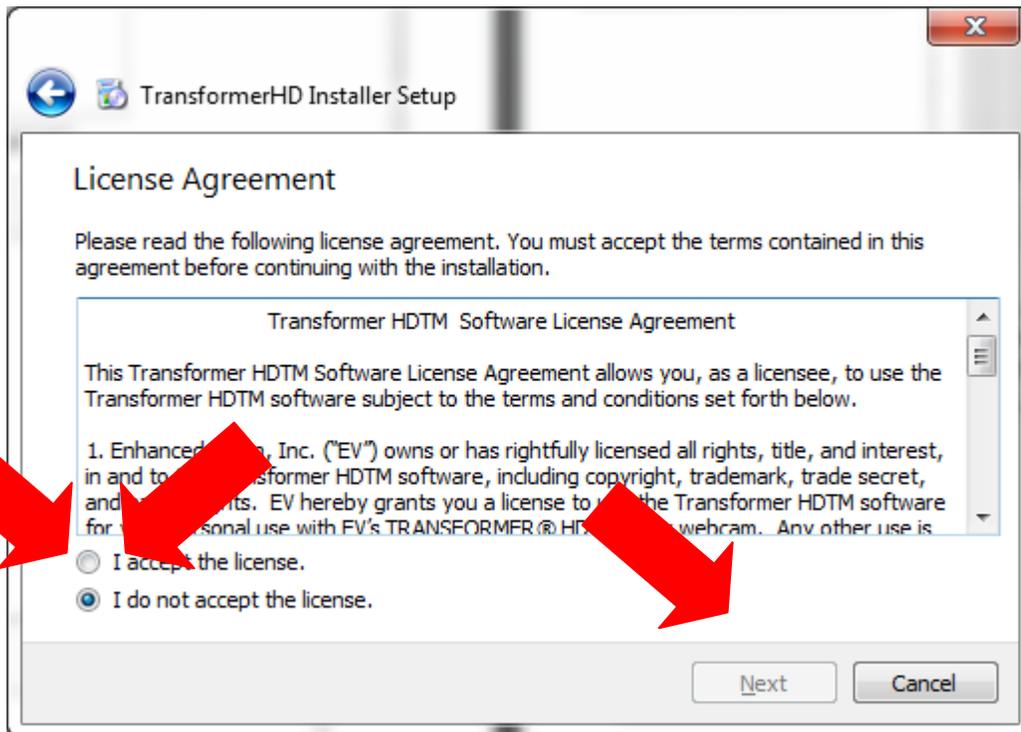
a) Click "Next" in the installation folder screen.



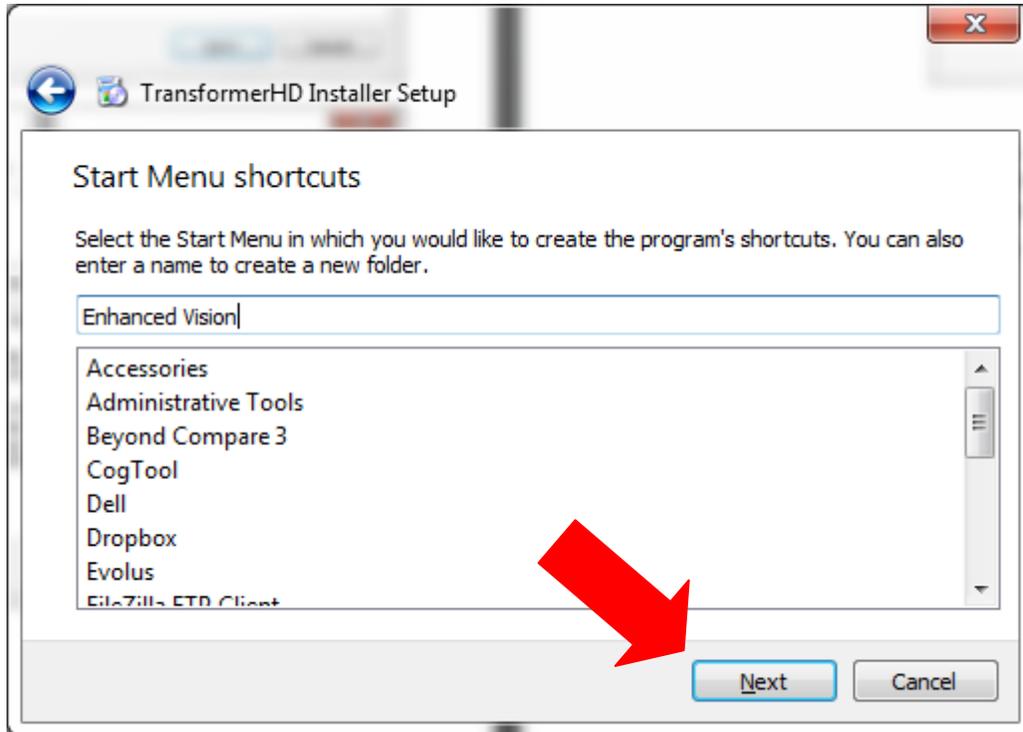
c) Select OCR & Text To Speech languages screen – If you just click “Next” only American English will be installed.



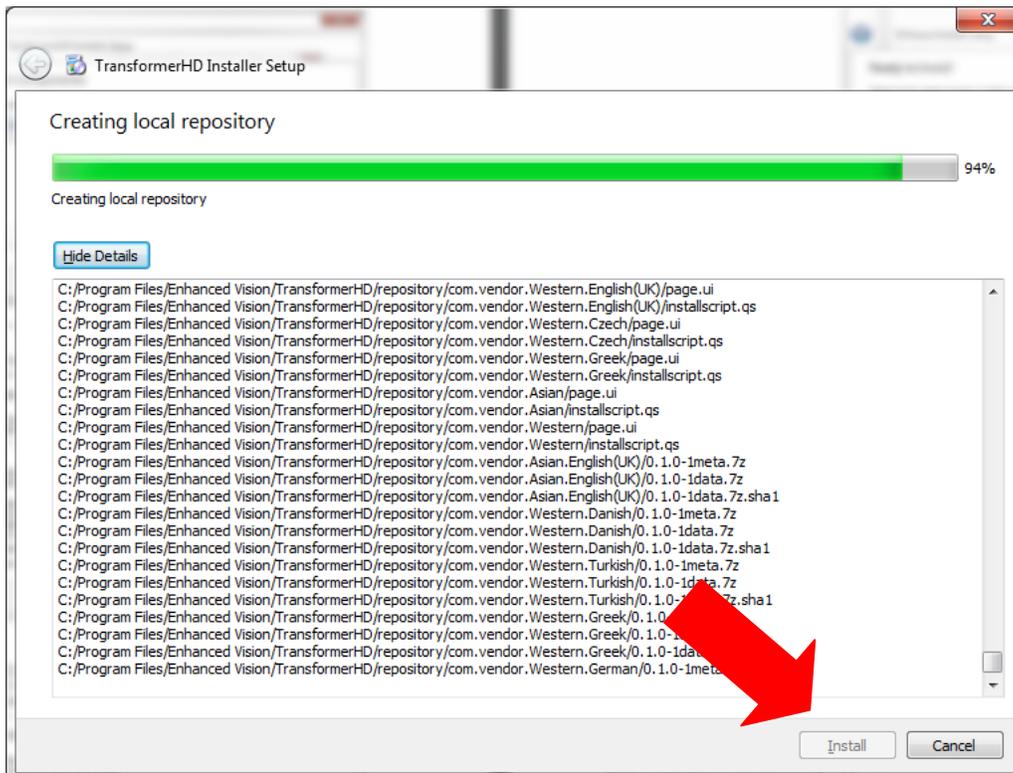
d) Accept the License agreement & Click “Next”.



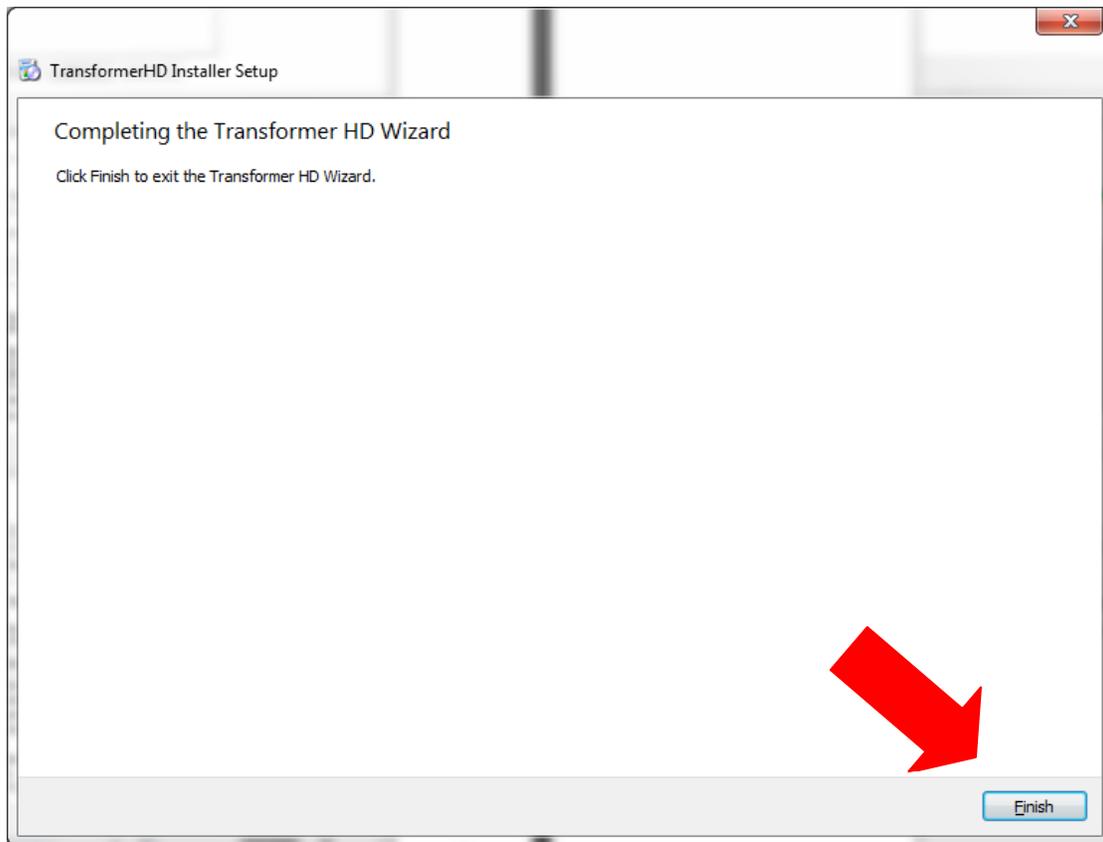
e) Confirm start menu shortcut or just leave Enhanced Vision and click “Next”.



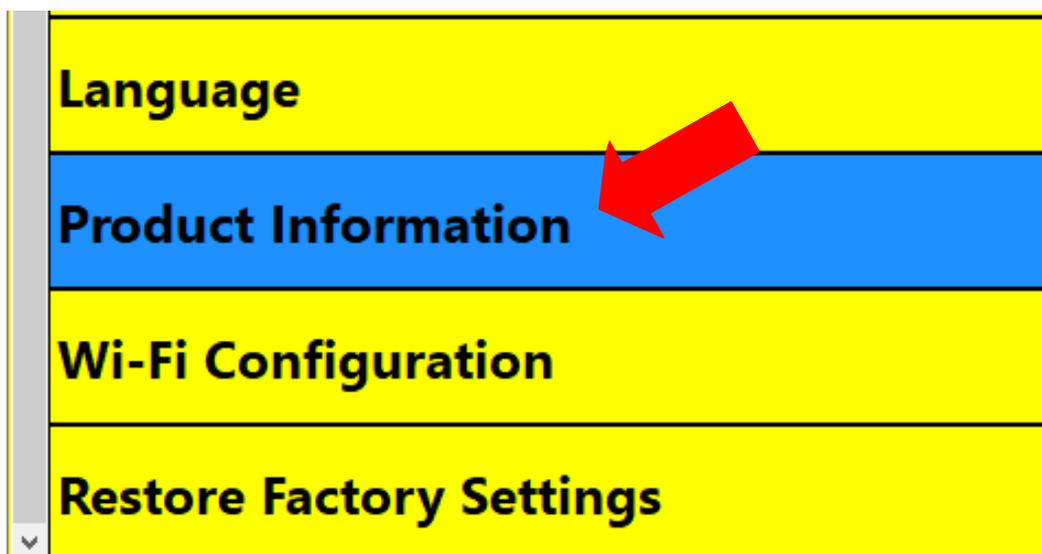
f) On the ready to Install screen choose “Install”. Be patient while all files are installed, after you click ”install” you can walk away. Do not interrupt the installer process as it may take several minutes.



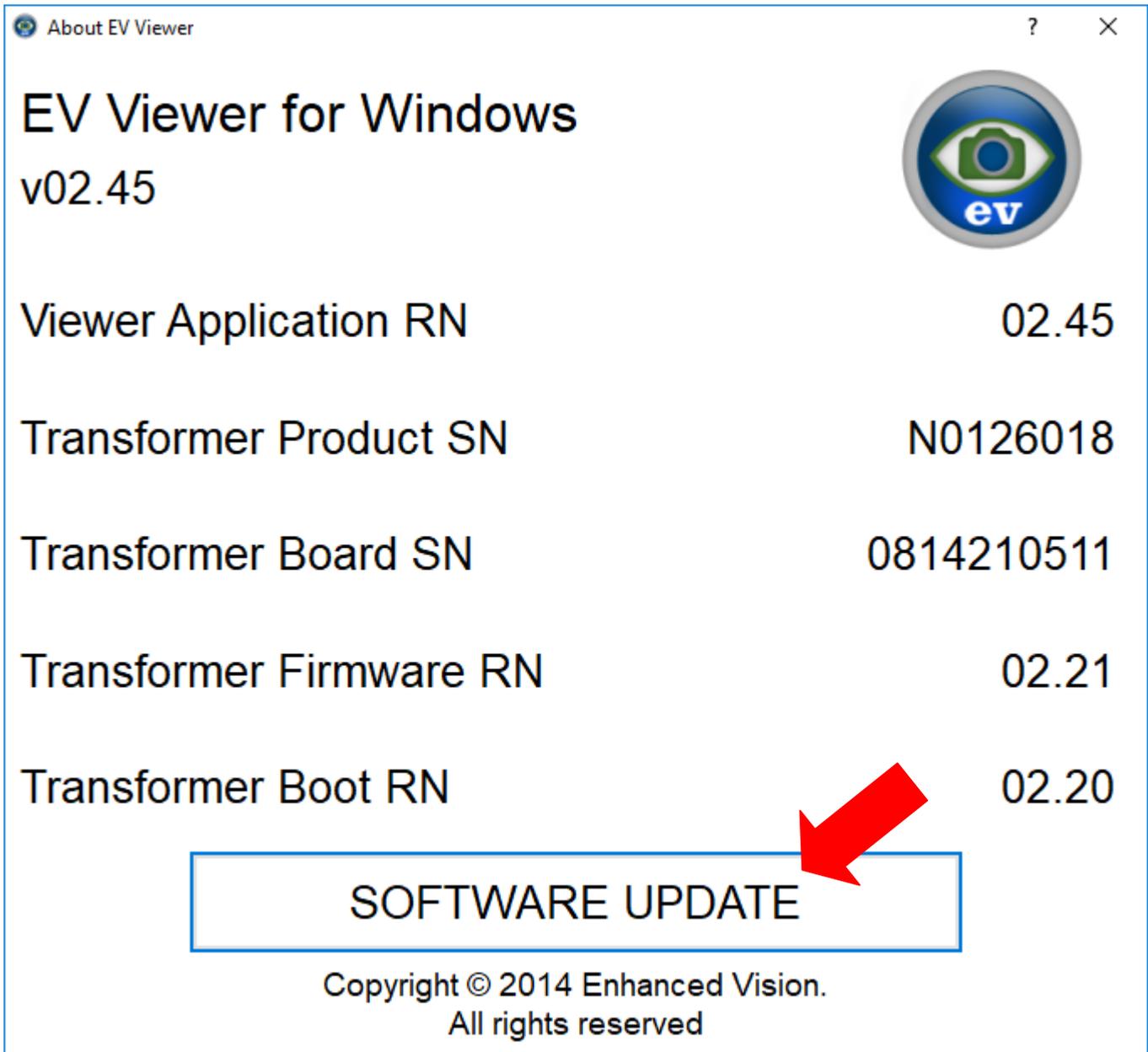
g) Click “Finish” when complete.



**Step 5:** Launch the new Transformer HD App version 02.45 and locate the Product Information Screen in the Settings Tab (Shown Below).



**Step 6:** Verify your Viewer Application Revision number is now 02.45 and take note of your Transformer Firmware RN and Boot RN. Then select Software Update.



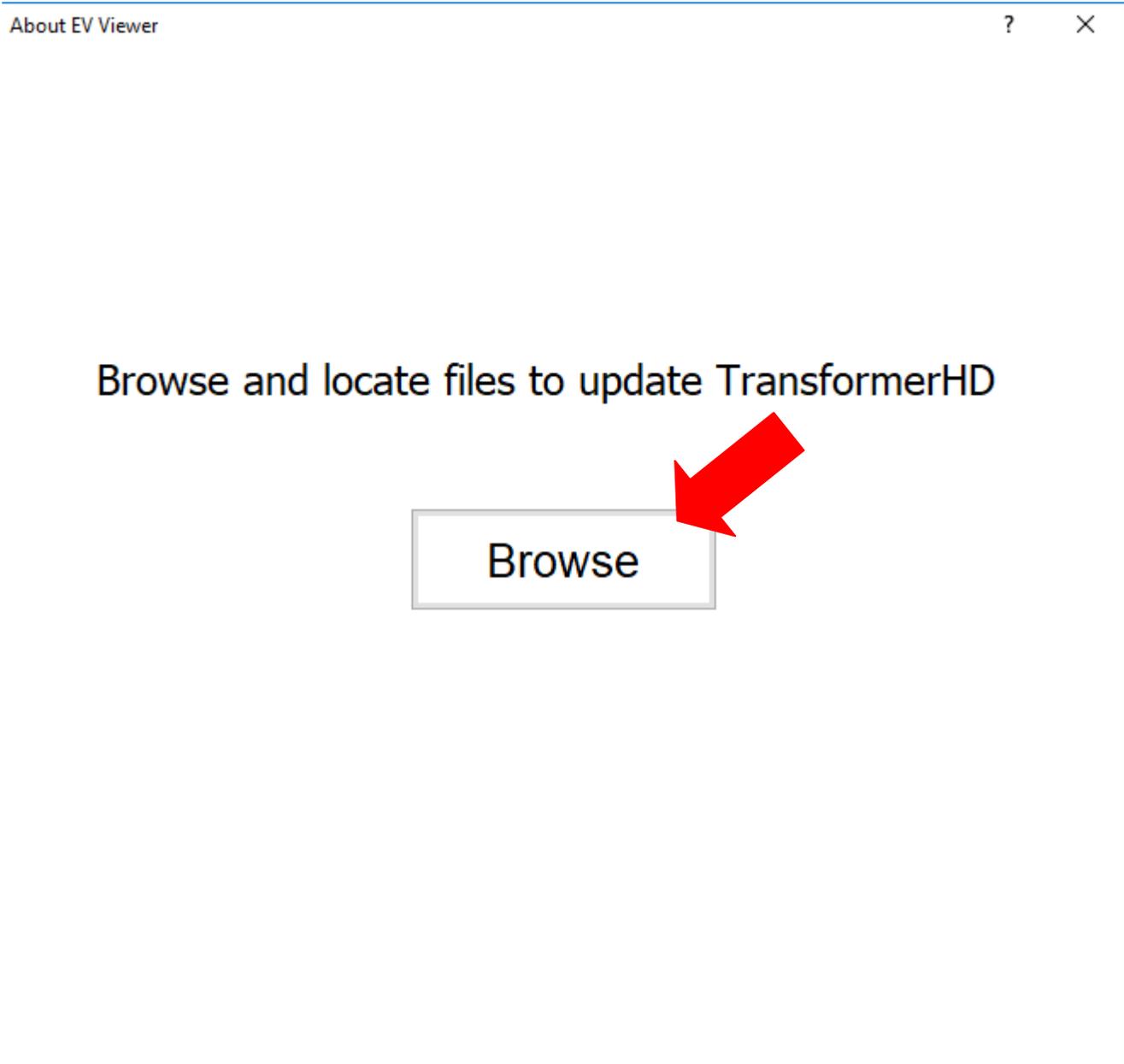
The screenshot shows the 'About EV Viewer' window with the following information:

Component	Revision Number
Viewer Application	02.45
Transformer Product	N0126018
Transformer Board	0814210511
Transformer Firmware	02.21
Transformer Boot	02.20

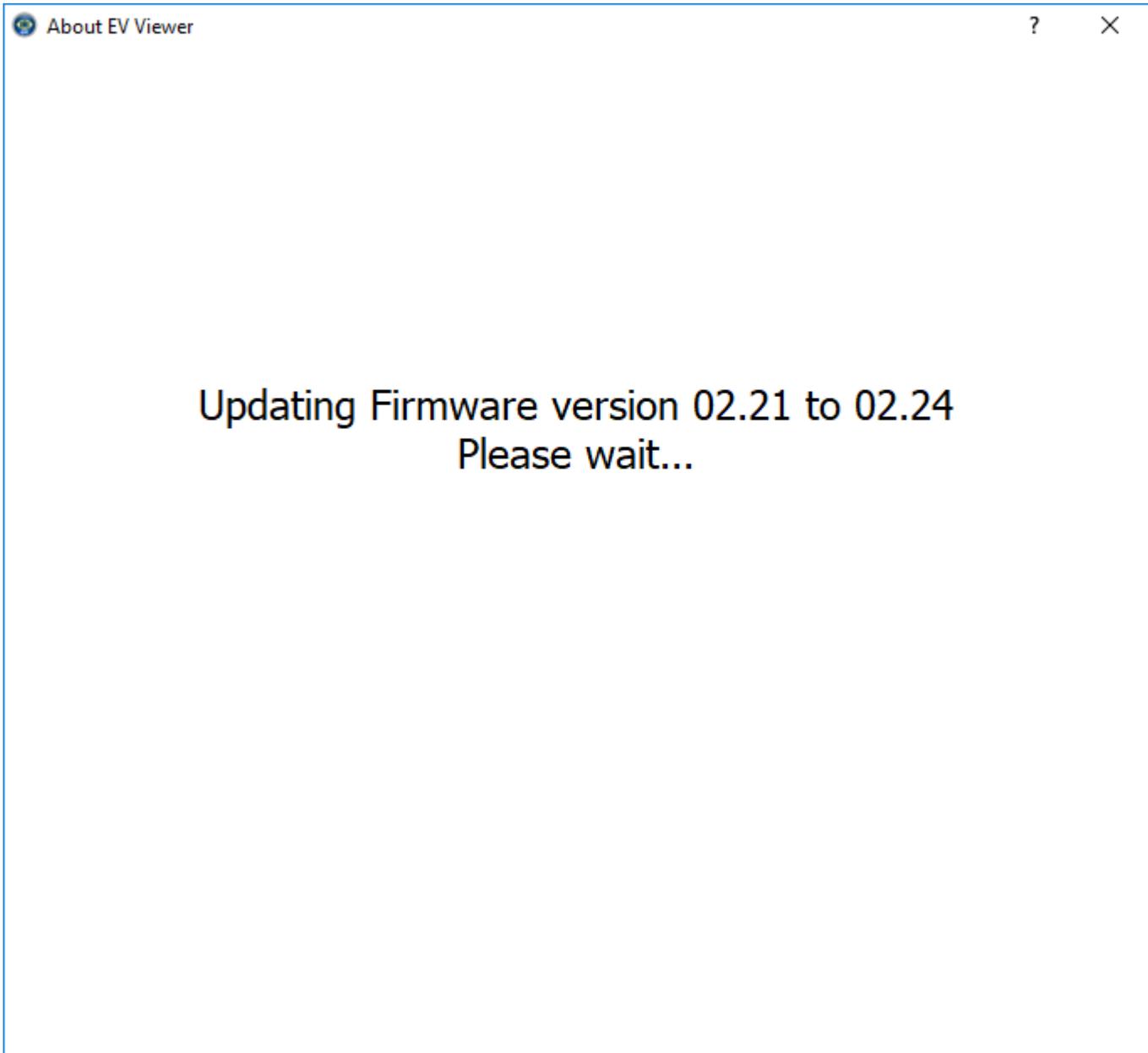
A red arrow points to the 'SOFTWARE UPDATE' button at the bottom of the window.

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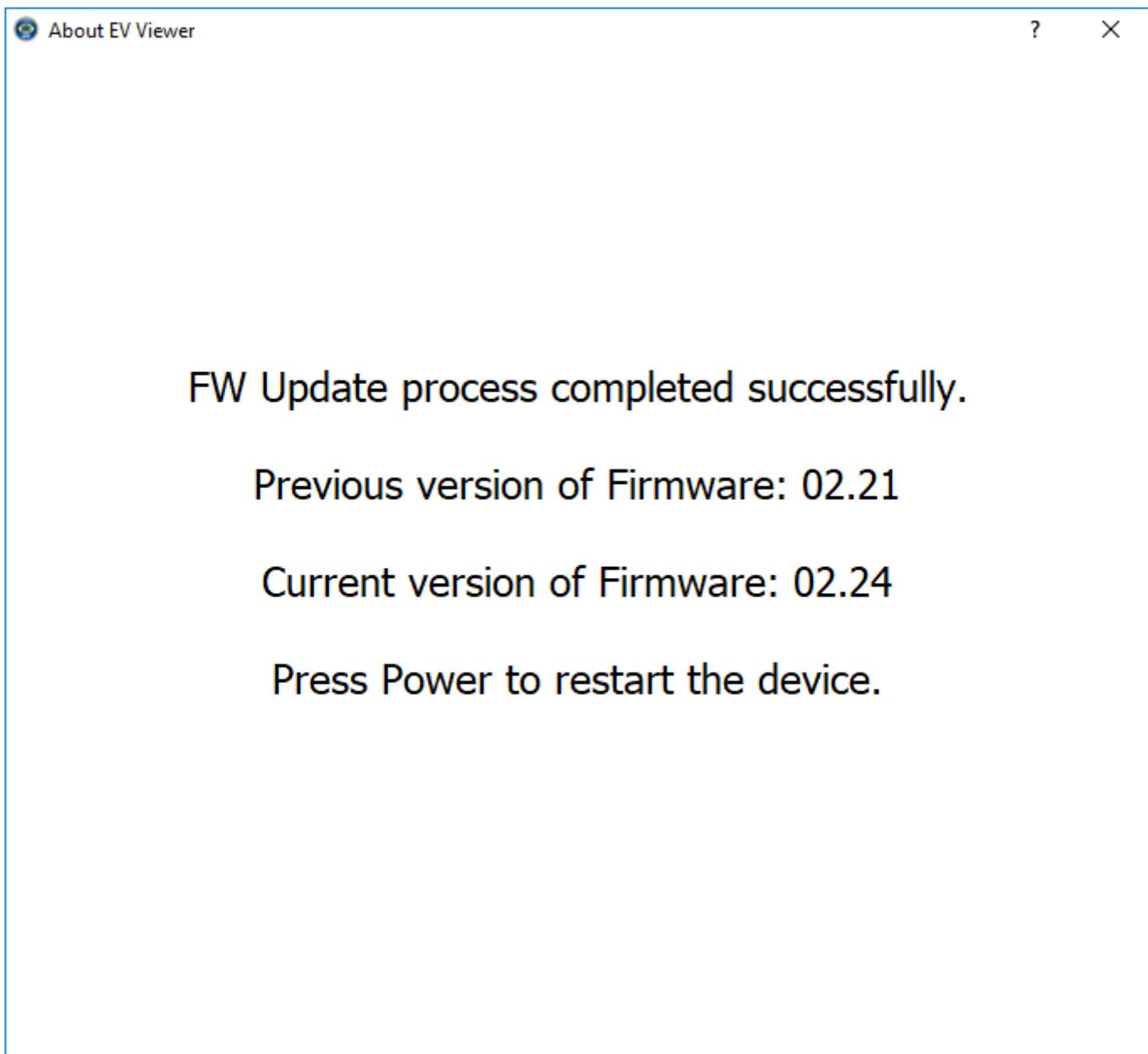
**Step 7:** Select the “Browse” option listed below and choose the update.zip file from previous step #1 download.



**Step 8: IMPORTANT:** Ensure that your unit is connected to power and that the update process is not disturbed during the firmware update. Be patient as the firmware update is in progress because it can take approximately 10-15 minutes to complete. Do not disconnect or remove the USB 3.0 cable.



**Step 9:** When the FW Update is downloaded into the unit successfully you will see the below screen indicating the previous revision of the firmware as well as the new firmware revision that will be installed next. You must press the power button to go ahead and install the new FW on the unit, After pressing the power button you will notice both amber and green LEDs blinking quickly during that install process. Once the new FW install is complete on the unit the Green LED will be solid. You then need to press the power button again to resume normal device operation with the updated FW.



**Step 10:** After relaunching the Transformer HD application return to the product info screen and verify that the Firmware and Boot RN have been updated. Congratulations the update process is complete!

About EV Viewer

# EV Viewer for Windows

v02.45



Viewer Application RN	02.45
Transformer Product SN	N0126018
Transformer Board SN	0814210511
Transformer Firmware RN	02.24
Transformer Boot RN	02.22

**SOFTWARE UPDATE**

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