Transformer HD Technical Bulletin
For Mac Users v01.42

Date: 03/09/2020   **Serial # Effective:** S0309001
Subject: macOS version 01.42   **Product Line:**   Transformer HD

Questions & Answers

Question #1: What model is affected?

Answer #1: S/N P0915001 (Sept 15, 2017 and after) or any unit updated to Phase 2. If you are unsure about your unit, contact Enhanced Vision Technical Support.

Question #2: What do I need to get this update? How do I know if my Transformer HD is compatible?

Answer #2: All Transformer HD units manufactured as of Sept 15, 2017 and later, or ones sent into the EV factory for Phase 2 upgrades, are eligible. Visit our website at https://www.enhancedvision.com/support/software/transformer-hd/update.html and follow the installation and configuration instructions in this bulletin to update your Transformer HD application. Units manufactured after 03/09/2020 automatically include these updates.

Question #3: What macOS versions are compatible with Transformer HD?

Answer #3: macOS Mojave 10.14 or Catalina 10.15

Question #4: What are the minimum Apple system specifications?

Answer #4: The minimum system requirements are as follows:

- macOS Mojave 10.14 or Catalina 10.15
- 4GB RAM or higher
- Early 2013 model or later 1.3GHz CPU
- Screen resolution (minimum) 1366 x 768 or higher
- USB 3.0 or SuperSpeed (SS)
- Mouse or another pointing device

Question #5: What are the improvements with this release?

Answer #5: Improvements to this release are summarized below:

- Compatibility with iOS 12, iPadOS 13, macOS Mojave, and Catalina.

- Auto Focus has been added to the HDMI menu. To toggle between auto focus and the focus locked feature, press and hold the Rotate button.

- Improved performance of the Transformer HD application across platforms.

- With iOS tablets, the File, Open, and Save icons have been removed from the OCR-TTS window.

- Hotkeys are available for brightness and color mode contrast. Also, messages are displayed and TTS announcements are available when you hover the mouse over these menu options.

- The Transformer HD application is automatically restarted after any of these actions: change to camera resolution, factory reset, or change to Wi-Fi password. Pressing the Power button is no longer required.

- Translation has been improved for all languages across every platform. For example, the Mac OS Viewer supports Danish.

If you have any questions, comments or concerns about the contents of this update, then please contact Technical Support at +001 714-465-3400 extension 2 Monday through Friday, from 8 a.m. to 5 p.m. Pacific Standard Time (UTC-8).

enhanced vision
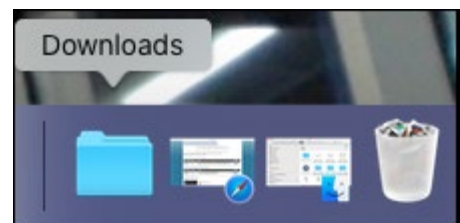A VISPERO™ BRAND

Installing Transformer HD macOS v01.42

To install the updated Transformer HD software for macOS, your computer must be connected to the internet. Your hard drive/SSD requires a minimum of 13GB of free space to proceed with the installation. About 8.5 GB of temporary files are used, which can be reclaimed after installation. The remaining space required on your system varies depending on the number of languages you install. If you do not have the available 13GB of free space but have 4.5GB available on your hard drive/SSD, then you can download the files using the original USB flash drive that came with Transformer HD; however, installation will be slower.

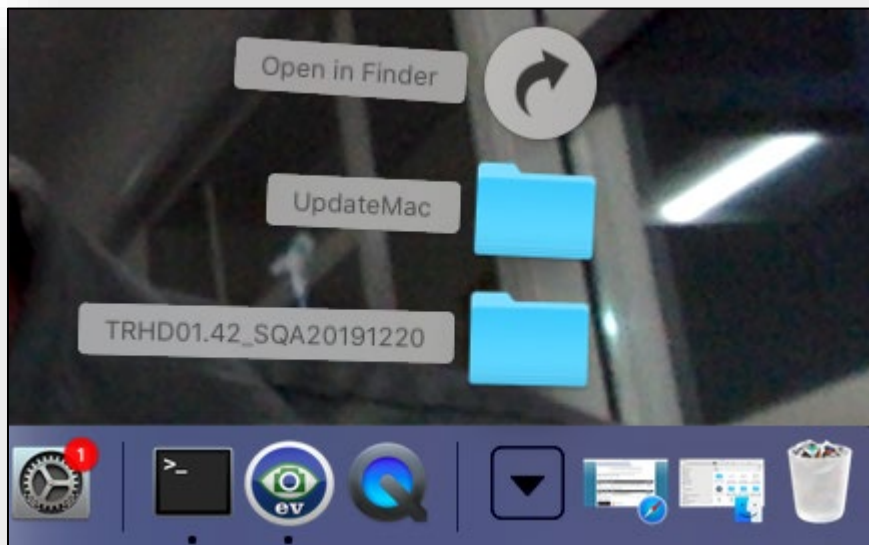To download and install the update Transformer HD software for macOS, follow these steps:

1. Go to https://www.enhancedvision.com/support/software/transformer-hd/update.html.

2. Review this bulletin and check the box under **Step 1** on the web site indicating that you understand the instructions.

3. In the **Transformer HD Unit Firmware Update** section, locate version **3.05** of the **Transformer HD Unit Firmware File for use with MacOS Application Viewer**. Download but do not extract the **UpdateMac.zip** file to a directory that is easy to find, such as the default **Downloads** folder.

4. In the **Transformer HD Viewer Application Update** section, locate version **1.42** of the **Transformer HD MacOS Application Viewer** and click on **Download**. The file will download to your default **Downloads** folder.

5. Once the files have downloaded, left-click the **Downloads** icon. By default, it is near the bottom right corner of the screen. Your downloaded items open.
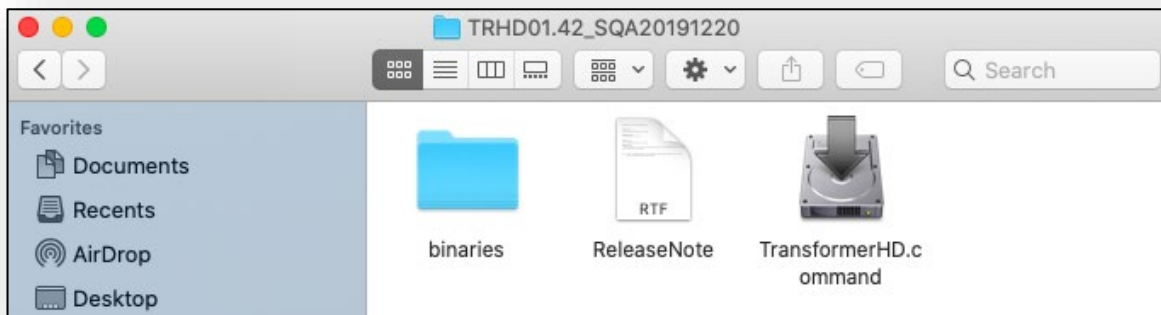
enhanced
vision
A VISPERO™ BRAND

6. Click the **TRHD01.42_SQA20191220** folder icon to open the macOS installer folder.

7. Double-click the **Transformer HD.command** icon with a down arrow to start the installer. An error message is displayed.
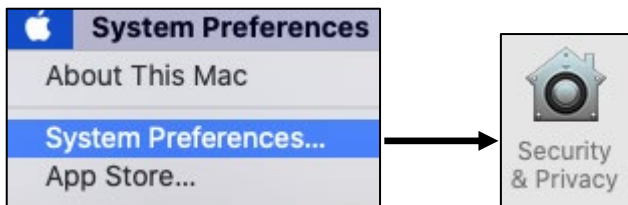
   Note: *Do not open the **binaries** folder.*

enhanced
vision
A VISPERO™ BRAND

8. At the **"TransformerHD.command" cannot be opened** prompt, click **OK**.
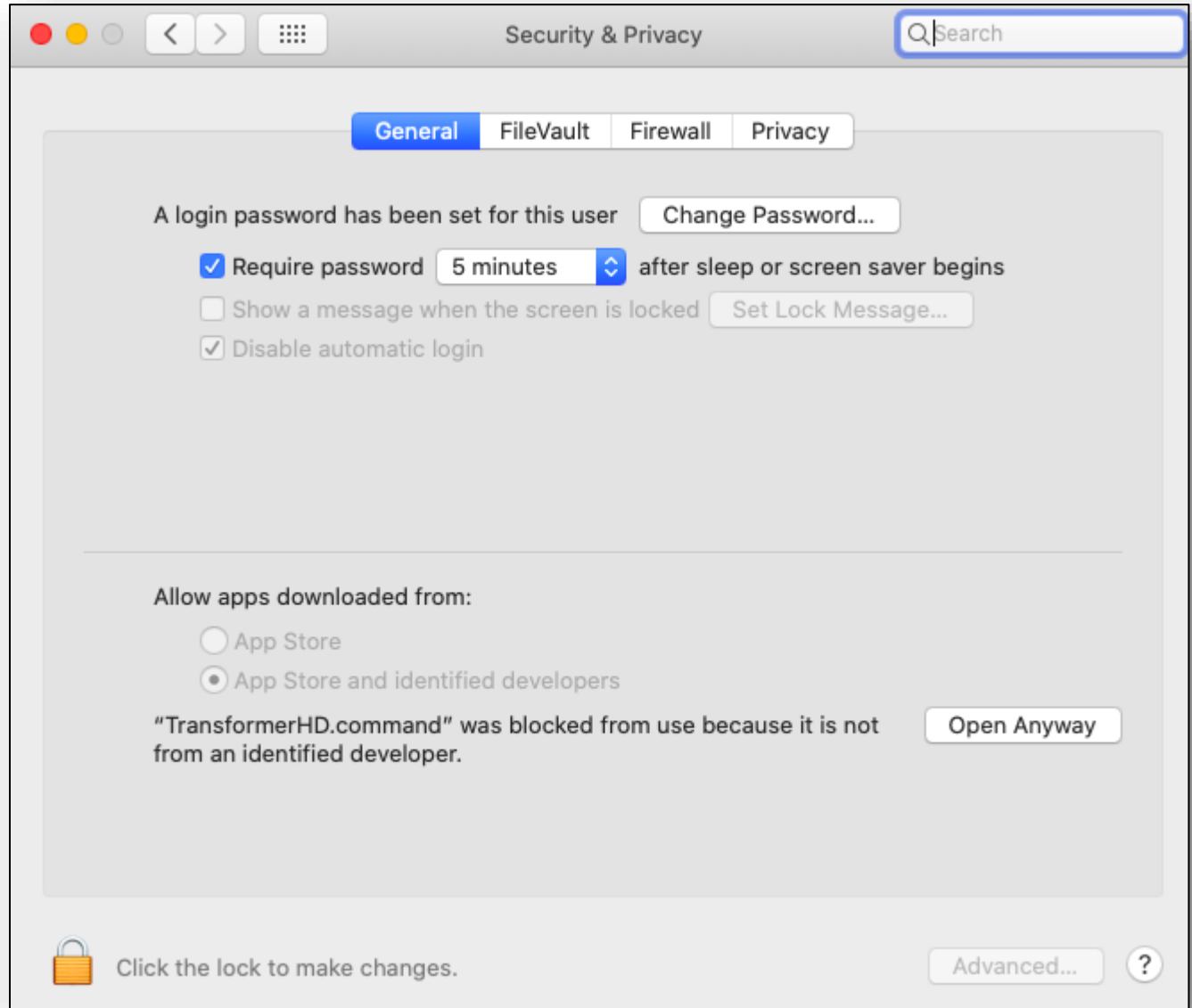

9. Go to **System Preferences > Security and Privacy**.

   Note: *This step must be performed within an hour.*

10. Find **"TransformerHD.command" was blocked** at the bottom of the **Security & Privacy** window and click **Open Anyway**.

enhanced
vision
A VISPERO™ BRAND

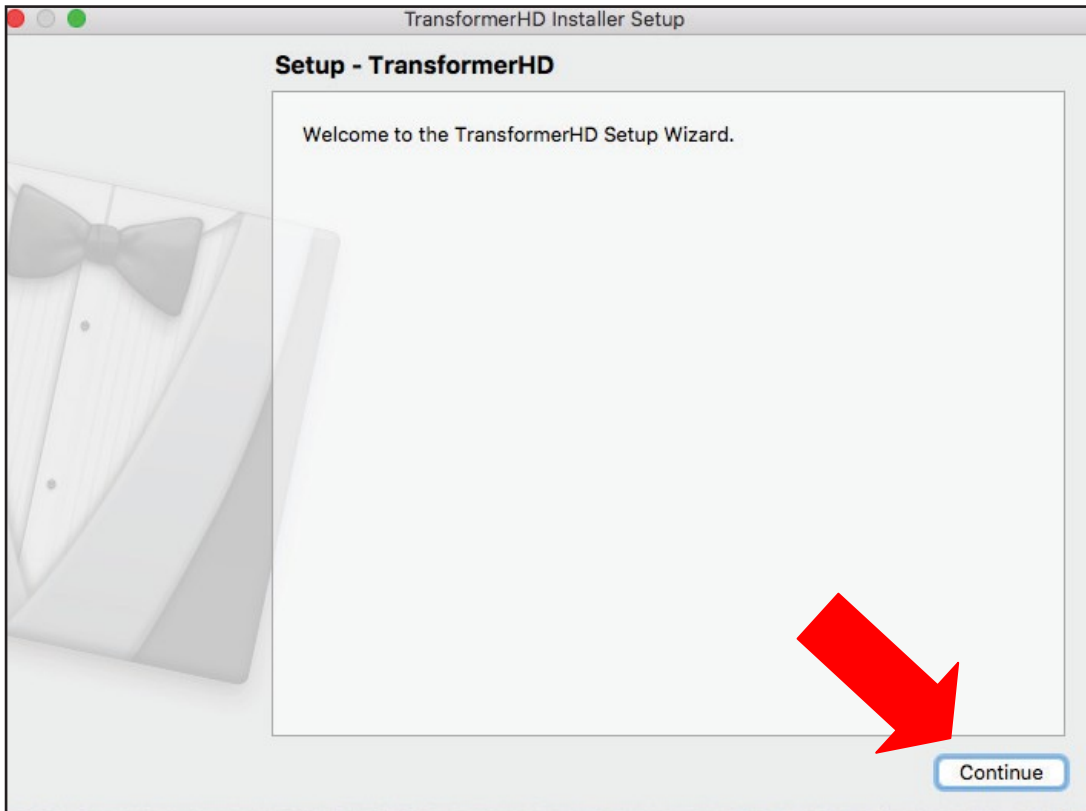11. At the **macOS cannot verify the developer** prompt, click **Open**. The Transformer HD installer starts.

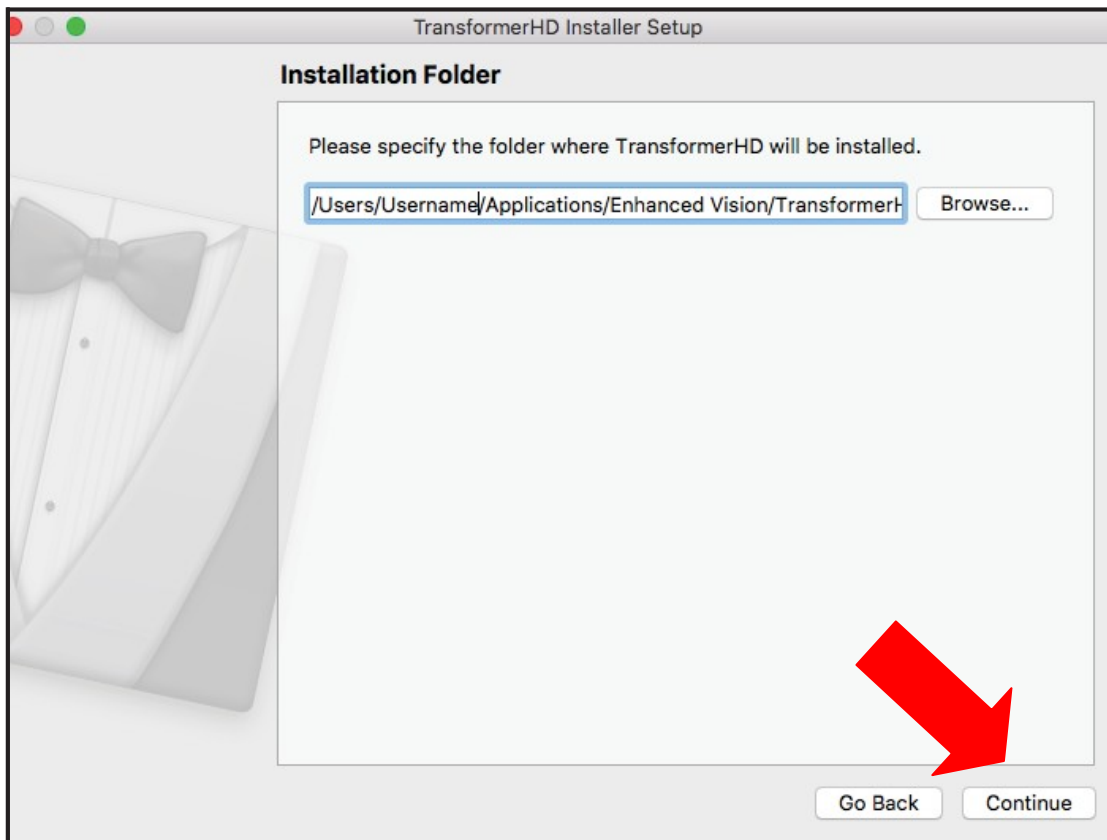12. When prompted, type your password in the terminal window and press **ENTER**.

Note: Depending on the speed of your computer, it may take up to two minutes to display the next installation window. The file is 4GB and macOS enforces many security measures.

13. In the **Setup** wizard that is displayed, click **Continue**.

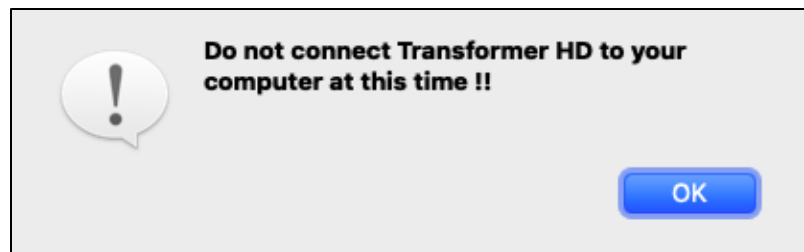14. Specify the directory where you want to install Transformer HD, then click **Continue**.

15. Select your desired language(s) for OCR and on-screen menus, and then click **Continue**. You can select more than one language within a group. To see the available languages, click on the arrows to the left of **Group 1** or **Group 2**.

    Note: You can only select languages from one group. For example, you cannot select French from Group 1 and Japanese from Group 2. However, you can select French and Spanish from Group 1, or Japanese and Korean from Group 2.
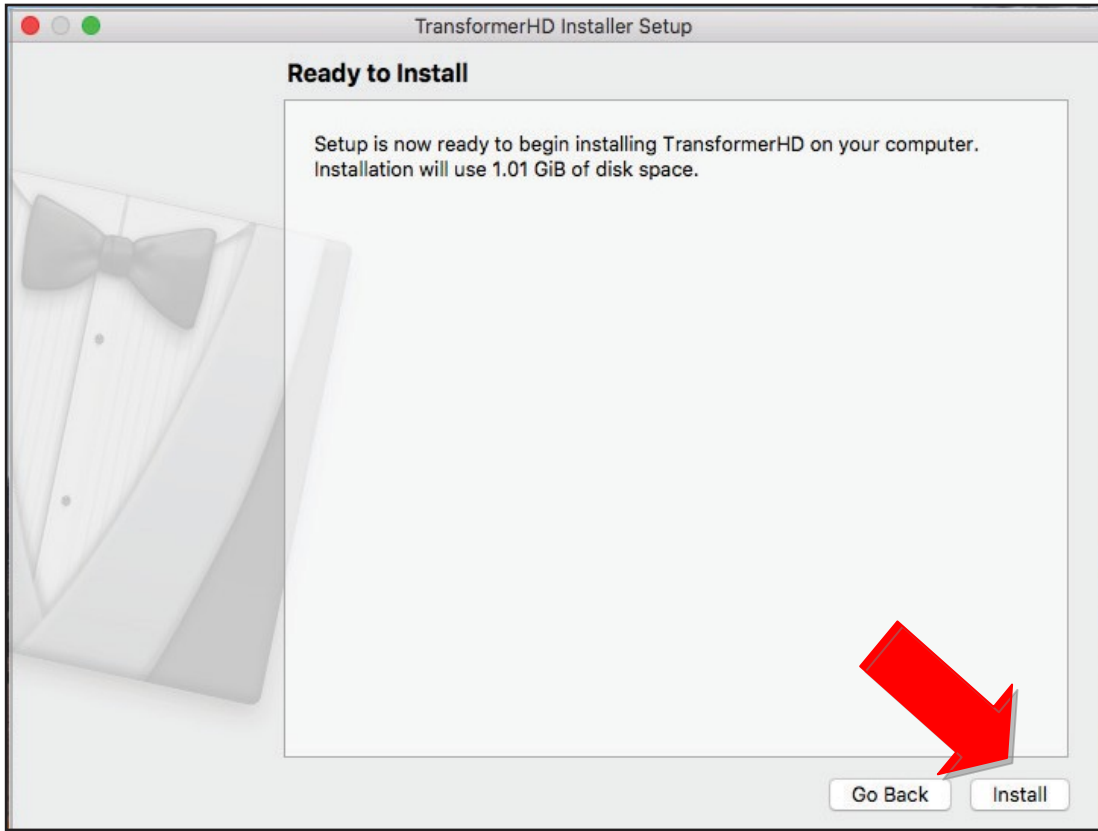

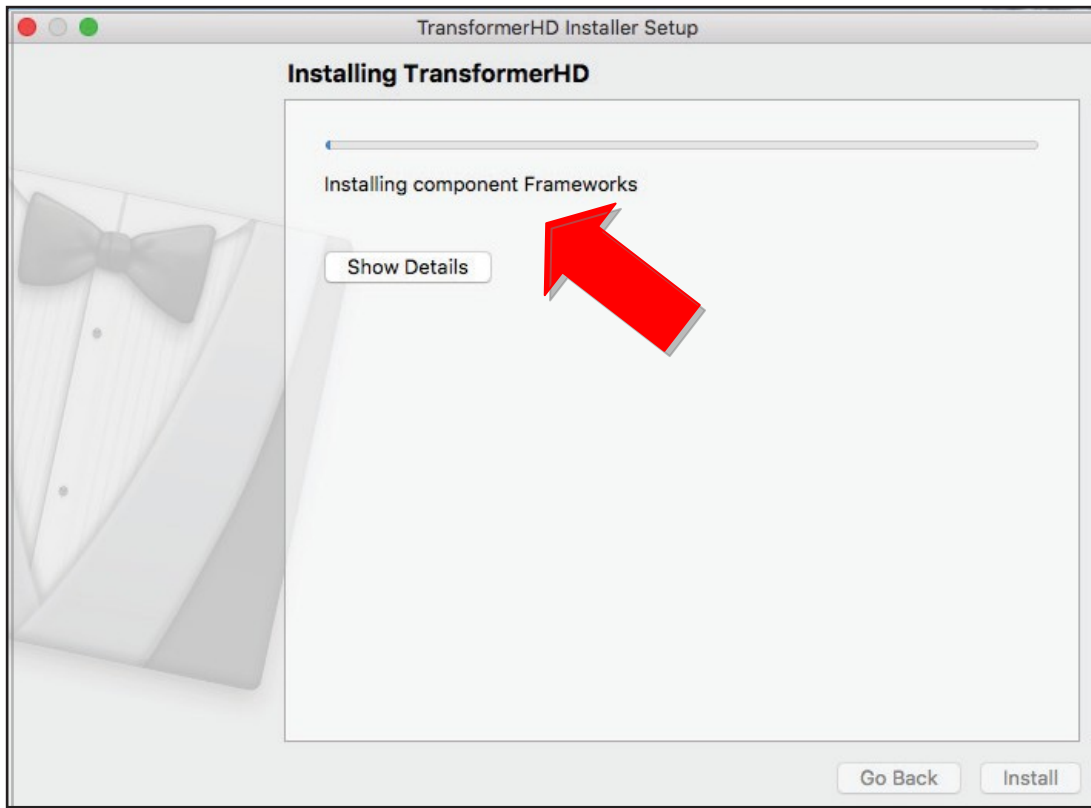16. Accept the license agreement and click **Continue**.

17. Click **OK** to acknowledge that you will not connect the Transformer HD device to your computer at this time.

18. In the **Ready to Install** window, the disk space required for the installation is displayed. To begin installing the software, click **Install**.
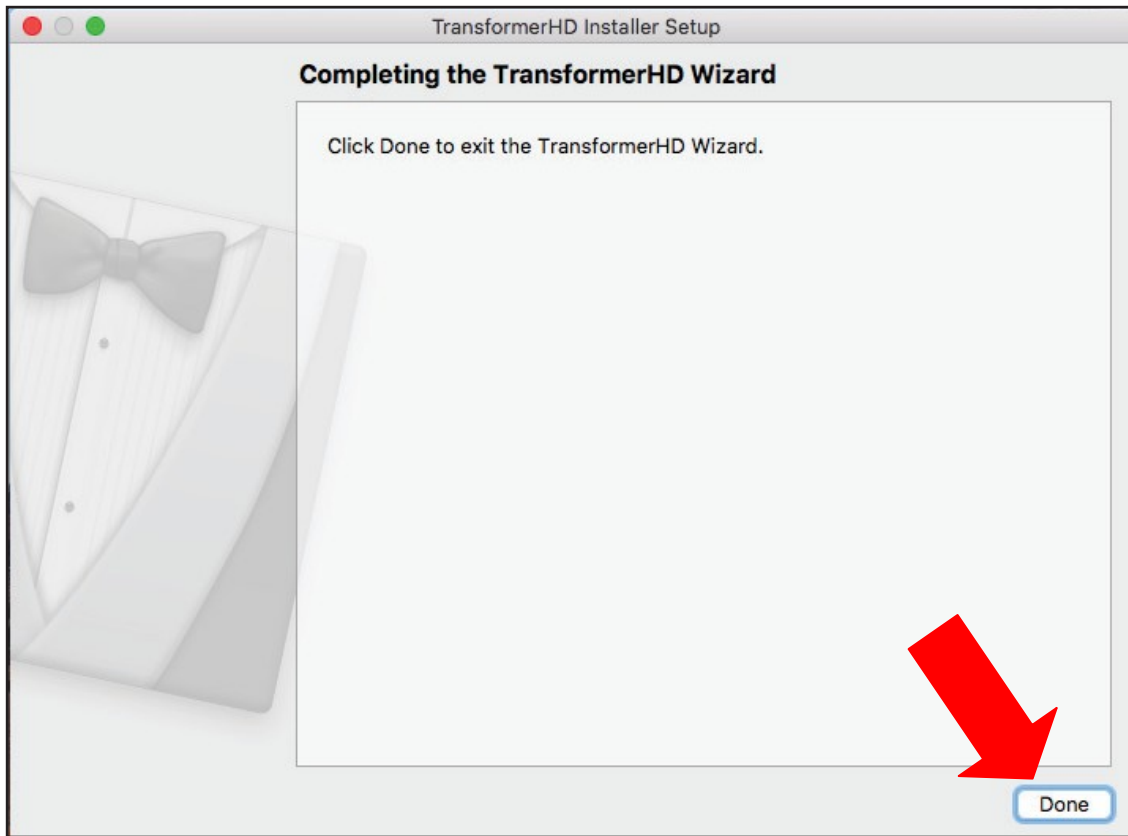
19. While Transformer HD is installing, a window shows you the progress being made. Allow Frameworks to be installed.

20. Connect the Transformer HD device to your computer and turn on the device.

21. Click **OK** to acknowledge the message that is displayed.

22. When the installation is complete, the **Completing the TransformerHD Wizard** window is displayed. Click **Done**.

Updating the Transformer HD Device Firmware

1. Go to **Applications** and double-click the **Transformer HD** icon. The Transformer HD application is launched.

    Note: *The first time you launch the viewer, a prompt may ask you to allow Transformer HD to use the camera. To see live video, you must click* **Yes**.

2. With the DC adapter power supply connected, press the Reset button on the device, and then press the Power button to start Transformer HD. The reading light flashes briefly, indicating the unit is starting up.

3. In the **Settings** menu, click **Product Information**.

4. Verify that the **Viewer Application RN** number is **01.42**. Note both the **Transformer Firmware RN number** and the **Transformer Boot RN** number. Click **Software Update**.

5. Click **Browse** and select the **updateMac.zip** file. The update process begins and can take up to ten minutes. Do not disconnect or remove the power or connection cables during this process.
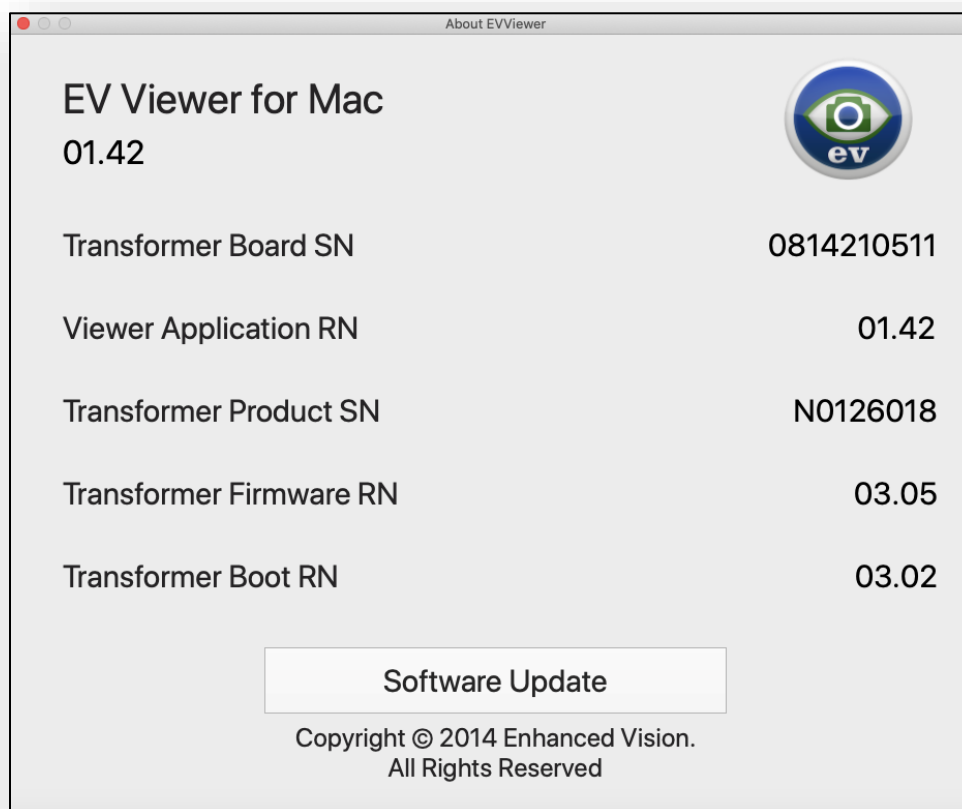

6. When the update process has completed, the following screen is displayed. Both the old and new versions of the firmware are shown.

7. Exit the Transformer HD application.

8. To finish the update, press the Power button on the Transformer HD unit. During the installation of the downloaded firmware update, the reading light flashes briefly and then both the amber LED and green LED blink. This process may take up to ten minutes. Do not disconnect or remove the power or connection cables during this process. When the installation is done, only the green LED stays lit.

9. Launch the Transformer HD application release 01.42.

10. Once the green LED is solid, press the Power button to start the Transformer HD device. The startup time may be longer than normal, and it may take up to two minutes before a live image displays in the Transformer HD application.

11. In the **Settings** menu, click **Product Information**. Verify that the firmware and boot RN numbers have changed.

Congratulations!
You have completed the updates and can resume normal operations.