

# Transformer HD Technical Bulletin

## Firmware Release for All Platforms

**Date:** 11/30/2023  
**Product line:** Transformer HD  
**Software:** Windows v2.81  
macOS v1.42  
Chromebook v1.00.0.12  
**Subject:** Firmware version 03.09

*This release provides faster response times when switching between the OCR and Live CCTV cameras.*

*To install the new firmware update, go to [Updating the Transformer HD Device Firmware](#) on page 5.*

*[Questions & Answers](#) summarize relevant information about hardware specifications and the current updates. Android devices are no longer supported by Transformer HD.*

*If you have any questions, comments, or concerns about this update, 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).*

# Questions & Answers

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## 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.

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## Question #2: What do I need to do 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 with firmware version 3.08 automatically include this update.

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## Question #3: What are the minimum Windows system specifications?

**Answer #3:** The minimum system requirements are as follows:

- Windows 10 (64-bit) or Windows 11 (64-bit)
- Processor (one of the following):
  - Core i3 with 2.4GHz or higher
  - AMD A10 Series APU with 2.5GHz or higher
  - FX-7600P processor family with 2.7GHz or higher
- 4GB RAM or higher
- Graphics (one of the following):
  - ATI Radeon™ R6 graphics or higher
  - Intel HD graphics 4600 or higher
- Screen resolution (minimum) 1366 x 768 or higher
- USB 3.0 or SuperSpeed (SS)
- Mouse or another pointing device
- Freedom Scientific ZoomText 2019 or higher (optional)  
**Note:** Not supported as a camera through ZoomText alone.
- Freedom Scientific JAWS 2023 (optional)  
**Note:** No voice accessibility support and mouse-only input.
- Freedom Scientific Fusion 2023 (optional)  
**Note:** Not supported as a camera through ZoomText alone. JAWS has no voice accessibility support and mouse-only input.
- Dolphin SuperNova 21 (optional)

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

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

- iPadOS 13
- macOS Mojave 10.14 or Catalina 10.15  
*Note: Newer versions of Mojave and Catalina are not supported.*
- 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

*Note: Mac Mx versions (such as M1, M2, etc.) are not supported. The latest Ventura releases are also not supported.*

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#### Question #5: What are the minimum Chromebook system specifications?

**Answer #5:** The minimum system requirements are as follows:

- Chrome OS v73 to v105 (64-bit only)
- Intel/AMD x86-64 bit processor-based Chromebooks only (e.g., Big Sur)  
*Note: No ARM processors (Mediatek, Exynos, Rockchip, or any other ARM processor) will work with Transformer HD.*
- Intel® HD graphics 400 or higher
- Screen resolution 1366x768 or higher
- 2GB RAM or higher
- 16GB storage or higher
- USB 3.0 or SuperSpeed (SS)

*Note: Chromebook is not compatible with OCR or TTS functions. No Wi-Fi connection is available for Chromebook.*

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#### Question #6: What are the minimum system specifications Apple iPad tablets (Wi-Fi only)

**Answer #6:** The minimum system requirements are as follows:

- iOS 16 or iPadOS 13
- iPad Mini2 or higher
- iPad Air or higher
- iPad Pro (all versions)

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### Question #7: What are the specifications of monitors or TVs for HDMI mode?

**Answer #7:** The minimum system requirements are as follows:

- HDMI/DVI input  
*Note: DVI input requires an HDMI to DVI adapter to use with the HDMI cable included with Transformer HD.*
  - For 1080p camera viewing, a full HD (1920x1080p) compatible monitor is needed.
  - For 720p camera viewing, an HD (1280x720p) compatible monitor is needed.
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### Question #8: What were the firmware updates with this release?

**Answer #8:** Improvements in this release are summarized below:

- A new camera improves CCTV and OCR image quality.
- The time it takes to switch from CCTV to OCR and vice versa has been dramatically reduced.
- The minimum magnification has been increased to 2x from the previous 1.6x on smaller monitors and 1.7x on a 24-inch LCD.  
*Note: Earlier units will retain their existing magnification levels of 1.6x or 1.7x.*
- Focus is more uniform across images.
- Image contrast is improved.
- A more gradual optical zoom increases user control.
- Regardless of CCTV and OCR usage, three hours of continuous operation is confirmed through extensive testing.
- To maintain the product integrity and high quality of Transformer HD, the Android platform will no longer be supported. In addition, Apple Mac OS-based products built with Mx series chips (such as M1 or M2), are not supported.

## Updating the Transformer HD Device Firmware

1. Launch the Transformer HD application version **02.81** or higher.

**Note:** We strongly recommend that you use the DC adapter power supply with the Transformer HD device to ensure you do not lose power during the update.

2. In the **Settings** menu, click **Product Information**.
3. Verify that the **Viewer Application RN** number is **02.81** or higher. If not, complete the steps for installing Transformer HD Windows v02.81 before proceeding. These steps are found in the [Transformer HD Advanced Features and Functions](#). See the steps in “Windows Installation” which is found in the chapter called “Software Installation on Transformer HD.”
4. Check the **Transformer Firmware RN** number. If it is **03.09**, then you have the latest firmware and can resume normal operations. If it is **03.05**, then follow these steps to update to version **03.09**. If it is **02.28** or earlier, then you must first update to **03.05** or **03.06**, then repeat the steps in this section to update to **03.09**. See the table below.

If your unit is running firmware version ...	Then you must ...
<b>2.28</b> or earlier	Perform two upgrades, first to firmware <b>03.05</b> , and then to firmware <b>03.09</b>
<b>03.05</b> or <b>03.06</b>	Perform one upgrade to firmware <b>03.09</b> .

5. Note the **Transformer Boot RN number**. Click **SOFTWARE UPDATE**.
6. Click **BROWSE**, then navigate to the folder where you downloaded the files and select the **Update.zip** file. The file name must have the first letter capitalized as shown or you will not be able to update the firmware. The update process begins and can take up to 10 minutes. Do not disconnect or remove the power or connection cables during this process. During the update, a percentage indicator is displayed.
7. When the update process has completed, a screen displays the message “FW Update process completed successfully.” 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 10 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. Use the **EV** shortcut to launch the Transformer HD application.
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 **Transformer Firmware RN** number is correct (see table below) and that the **Transformer Boot RN** number has changed.



If you updated from ...	Then the Firmware RN number will be ...
<b>02.28</b> or earlier	<b>03.05</b>
<b>03.05</b> or <b>03.06</b>	<b>03.09</b>

12. If you updated to **Firmware RN 03.05**, then you must repeat these steps to update to **03.09**. Once you have updated to **Firmware RN 03.09**, you have completed the updates and can resume normal operations.