

Revised Transformer HD Technical Bulletin

For Mac Users v01.42

Date: 05/21/2021
Serial # Effective: T0226004
Subject: Firmware version **03.06** and macOS version **01.42**
Product Line: Transformer HD

This latest firmware release improves live OCR camera image quality in 50Hz lighting environments. If you have already installed the most recent software update, go to [Updating the Transformer HD Device Firmware](#) on page 14.

See the following Questions & Answers for a summary of the last major release.

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).

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
- 4 GB 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.

Installing Transformer HD macOS v01.42

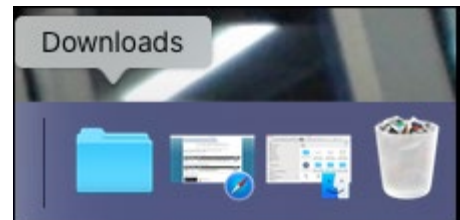
To install the updated Transformer HD software for macOS, your computer must be connected to the internet. Your hard drive/SSD requires a minimum of 13 GB of free space to proceed with the installation. About 8.5 GB of temporary files are used, which can be reclaimed after installation. The remaining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

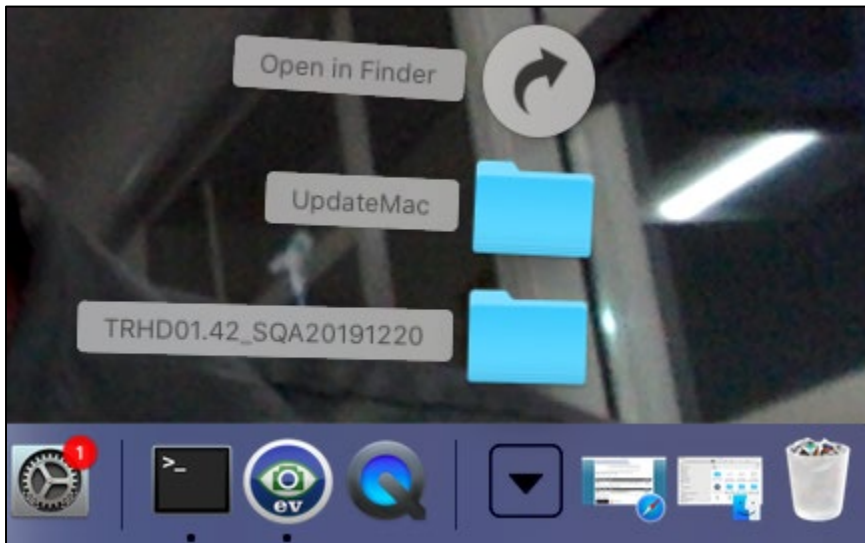
1. Go to <https://www.enhancedvision.com/support/software/transformer-hd/update.html>.
2. Review this bulletin and check the box under **Step 1** on the web site indicating that you understand the instructions.

I have read and understand the update instructions above.

3. In the **Transformer HD Unit Firmware Update** section, locate versions **03.05** and **03.06** of the **Transformer HD Unit Firmware File for use with macOS Application Viewer**. Download, but do not extract, the **Update.zip** file to a directory that is easy to find, such as the default **Downloads** folder. Keep the file name the same, which is **Update.zip**, with the first letter capitalized. Otherwise, you will not be able to update the firmware.
4. In the **Transformer HD Viewer Application Update** section, locate version **01.42** 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.

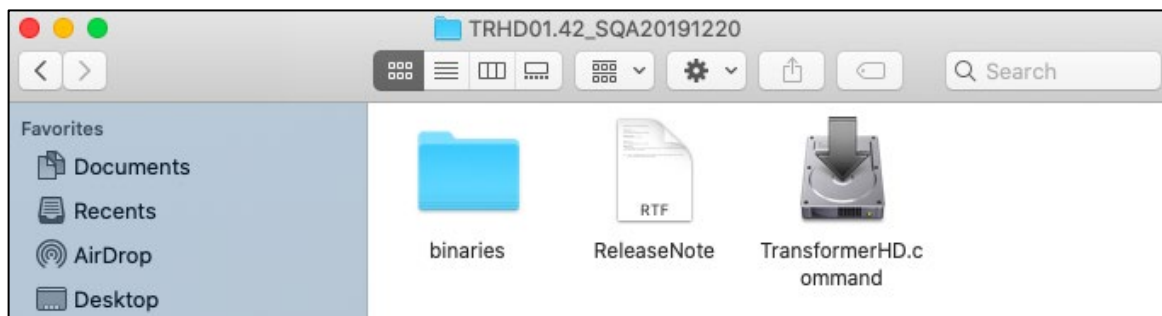


6. Click the **TRHD01.42_SQA20191220** folder icon to open the macOS installer folder.

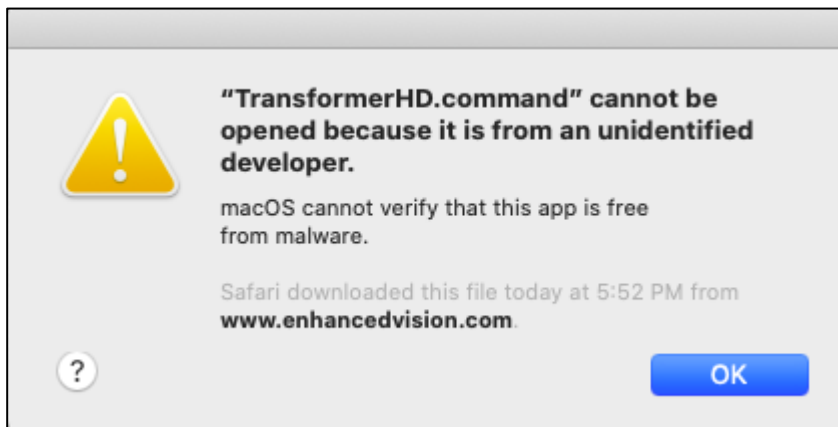


7. Double-click the **TransformerHD.command** icon with a down arrow to start the installer. An error message is displayed.

Note: Do not open the *binaries* folder.

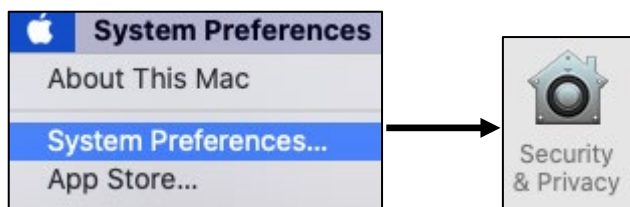


- At the “TransformerHD.command” cannot be opened prompt, click **OK**.

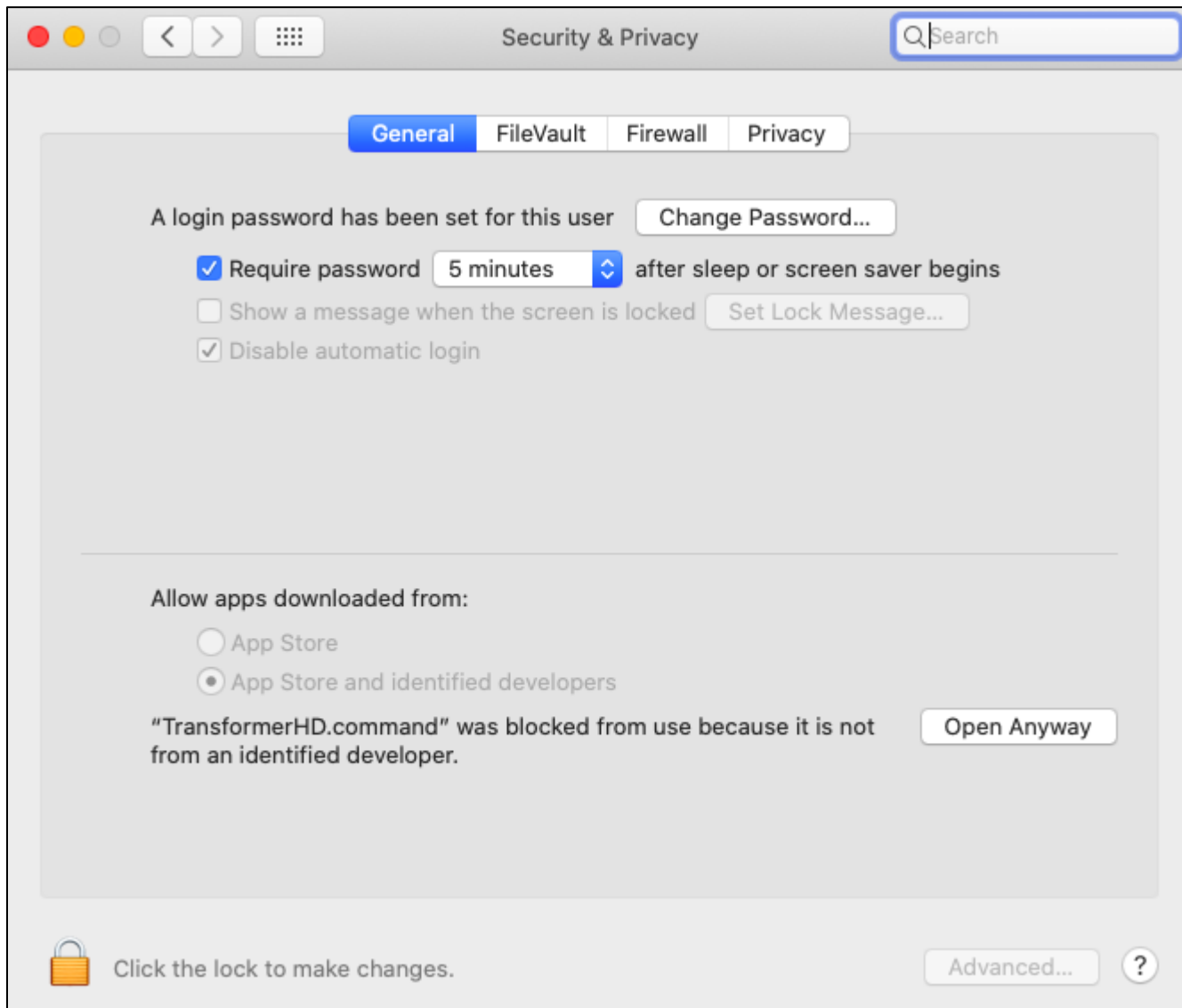


- Go to **System Preferences > Security and Privacy**.

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**.



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

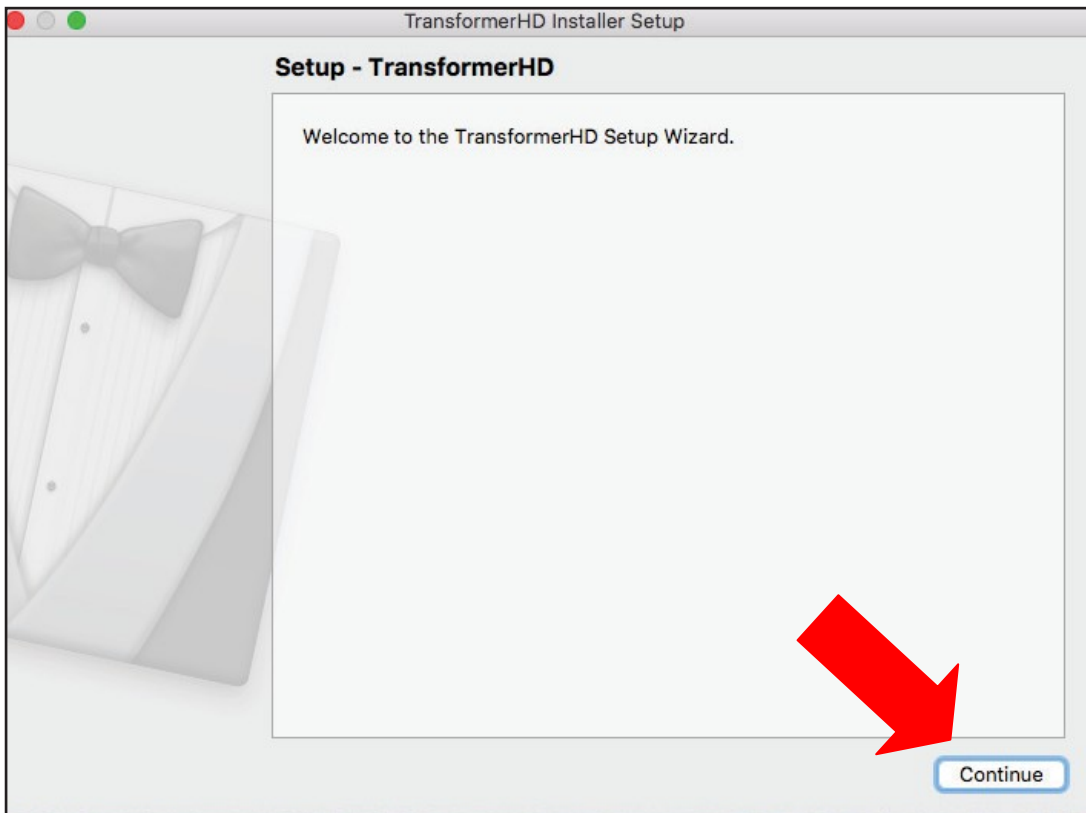


12. When prompted, type your password in the terminal window and press **ENTER**.

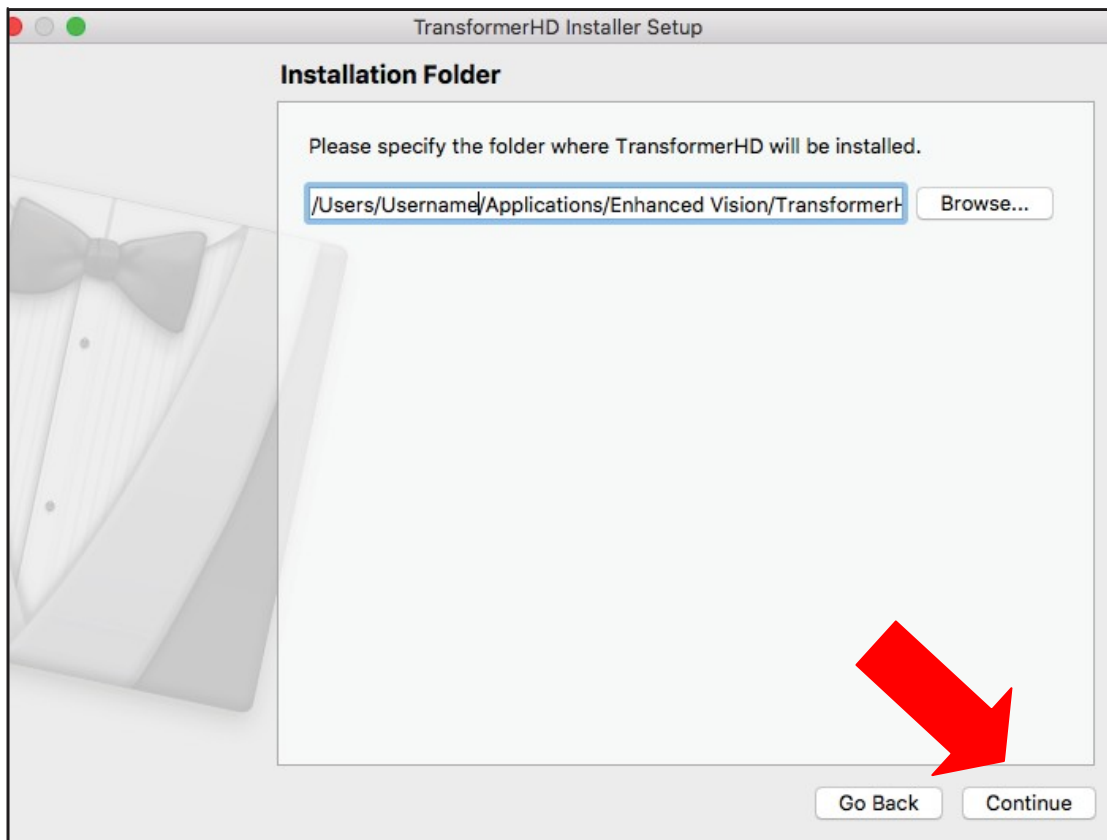


Note: Depending on the speed of your computer, it may take up to two minutes to display the next installation window. The file is 4 GB and macOS enforces many security measures.

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

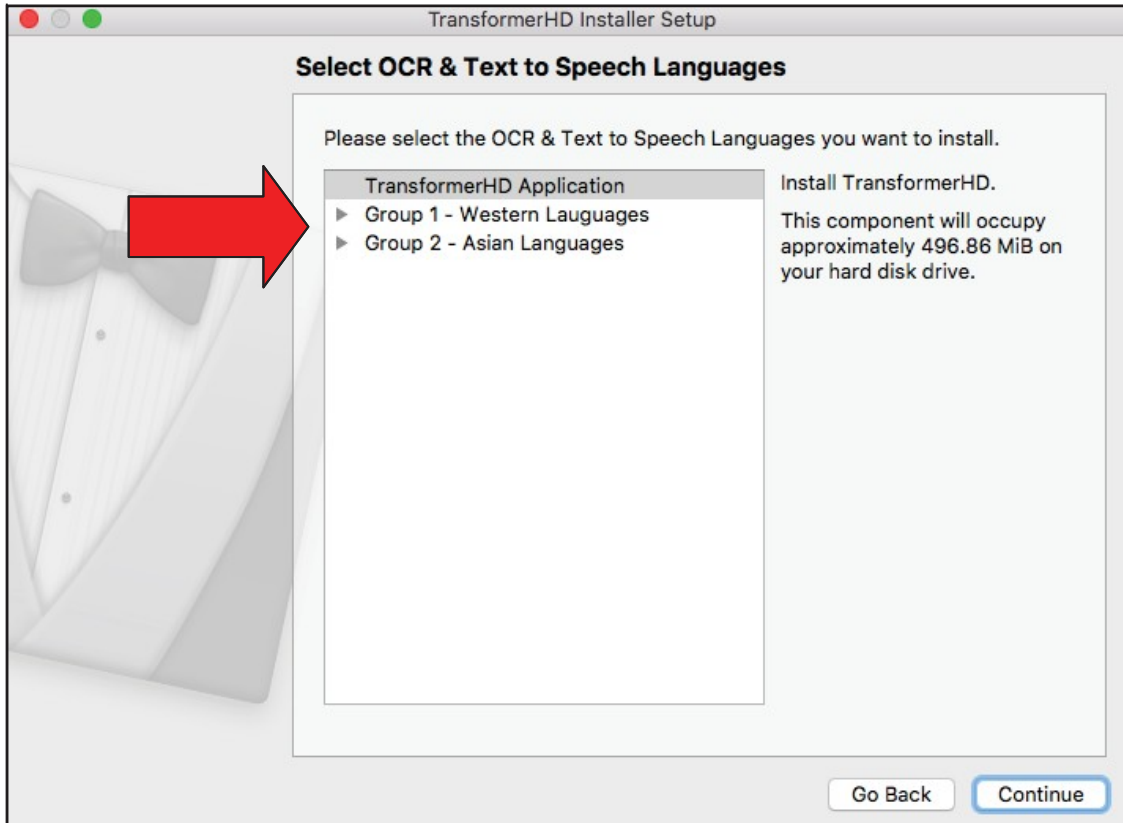


14. Specify the directory where you want to install Transformer HD, then click **Continue**.



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.

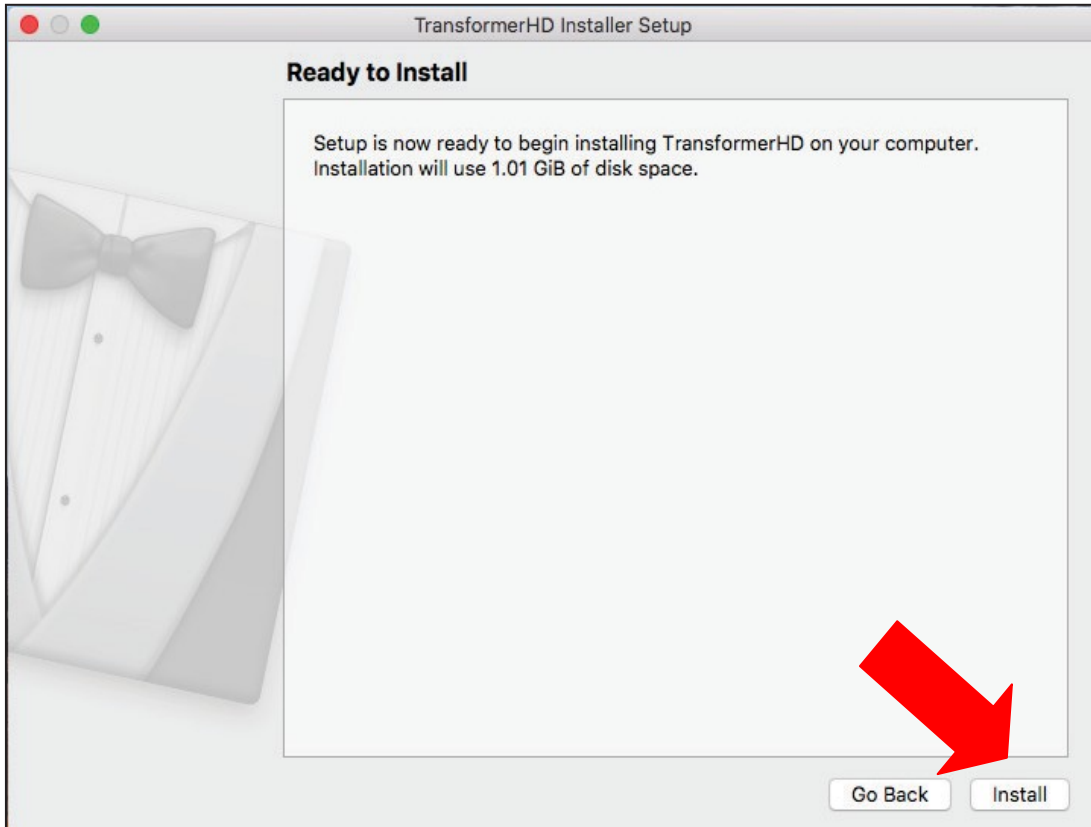


16. Accept the license agreement and click **Continue**.

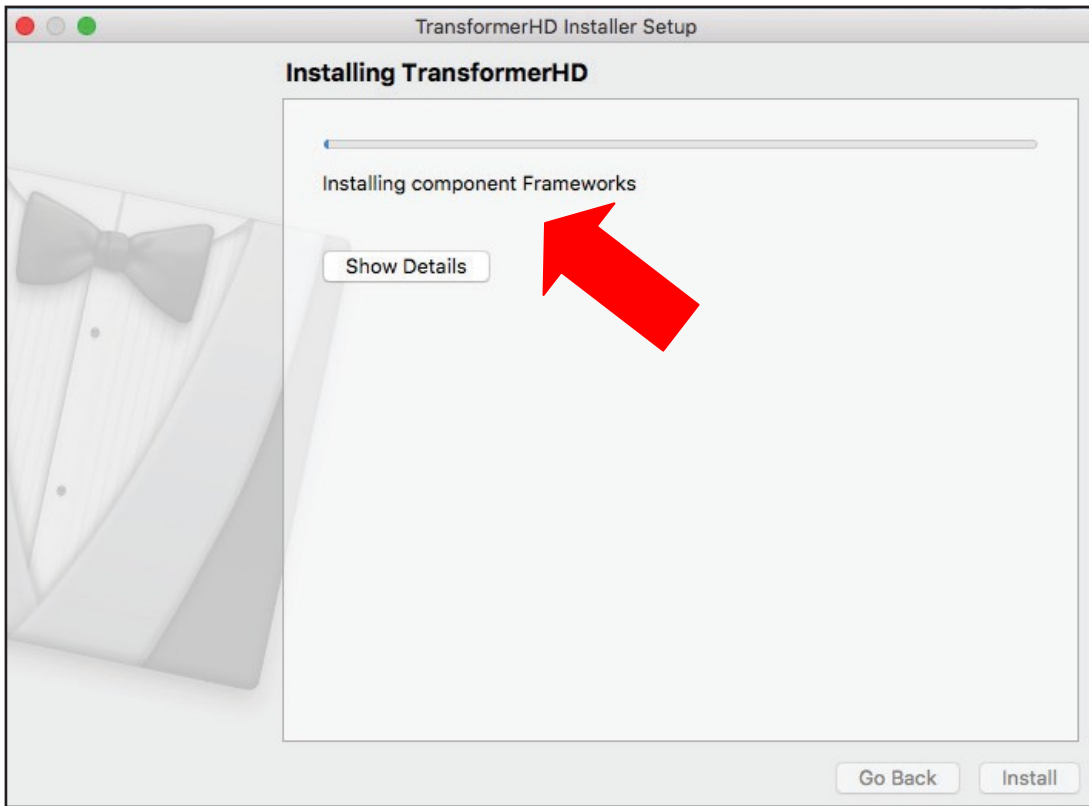
17. Click **OK** to acknowledge that you will not connect the Transformer HD device to your computer at this time.



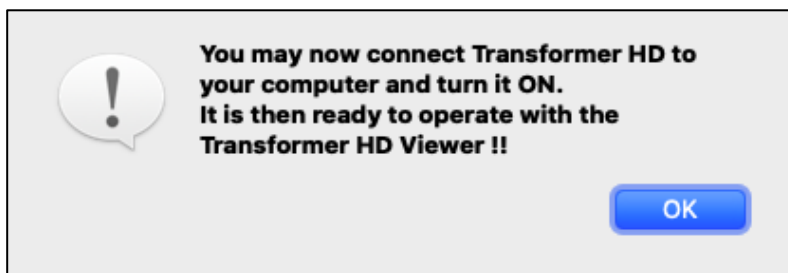
18. In the **Ready to Install** window, the disk space required for the installation is displayed. To begin installing the software, click **Install**.



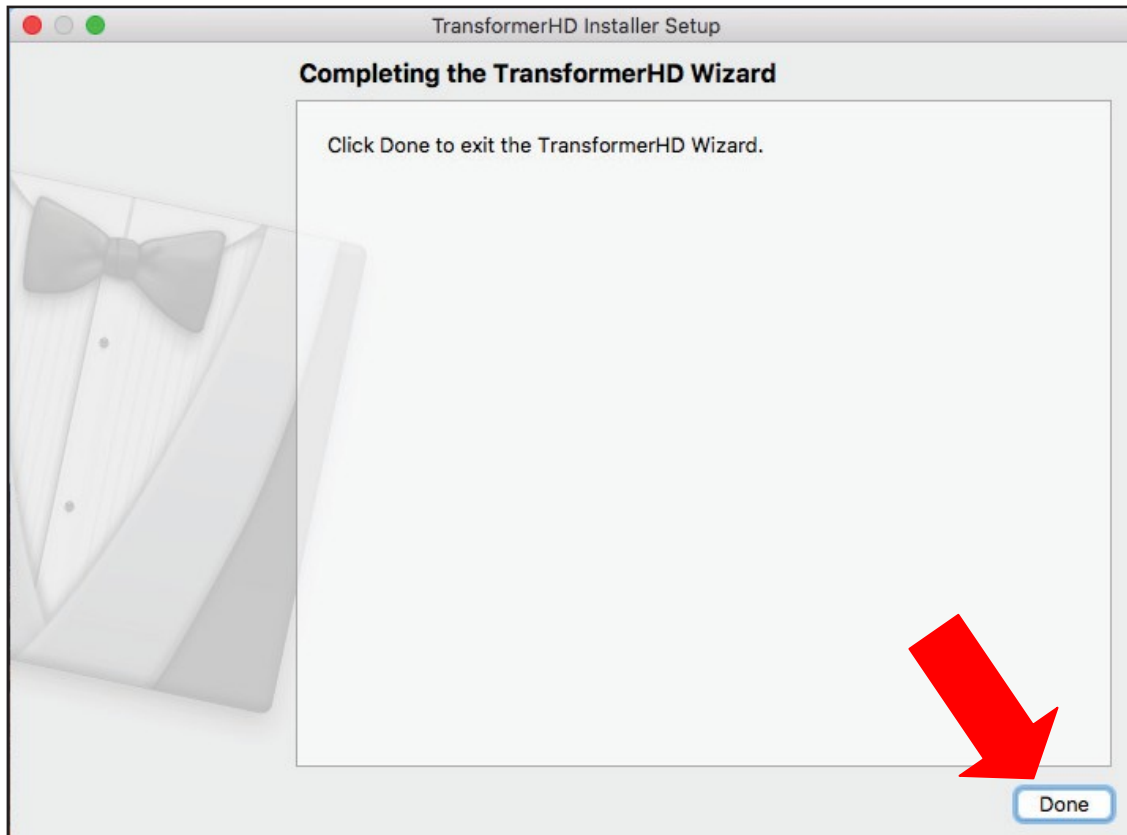
19. While Transformer HD is installing, a window shows you the progress being made. Allow Frameworks to be installed.



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.

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



- Verify that the **Viewer Application RN** number is **01.42**. If not, complete the steps for [Installing Transformer HD macOS v01.42](#) before proceeding.
- Check the **Transformer Firmware RN** number. If it is **03.06**, then you have the latest firmware and can resume normal operations. If it is **03.05**, then follow these steps to update to version **03.06**. If it is **02.28** or earlier, then you must first update to **03.05**, then repeat the steps in this section to update to **03.06**. See the table below.

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

6. Note the **Transformer Boot RN** number. Click **Software Update**.
7. Click **Browse** and select the **updateMac.zip** file. The update process begins and can take up to ten minutes. A message that begins with “Updating Firmware ...” is displayed. Do not disconnect or remove the power or connection cables during this process.
8. When the update process has completed, a success message is displayed. Both the previous and current versions of the firmware are shown. The device is automatically restarted.
9. Exit the Transformer HD application.
10. 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.
11. Launch the Transformer HD application release **01.42**.
12. 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.
13. In the **Settings** menu, click **Product Information**. Verify that the **Transformer Firmware RN** number is correct (see table below).

If you updated from ...	Then the Firmware RN number will be ...
02.28 or earlier	03.05
03.05	03.06

14. If you updated to **Firmware RN 03.05**, then you must repeat these steps to update to **03.06**. Once you have updated to **Firmware RN 03.06** and **Boot RN 03.02**, you have completed the updates and can resume normal operations.