Revised Transformer HD Technical Bulletin
For Windows Users v02.81

Date: 05/21/2021
Serial # Effective: T0226004
Subject: Firmware version **03.06** and Windows version **02.81**
Product Line: Transformer HD

The 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 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 manufactured after 03/09/2020 automatically include these updates.

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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)
- Processor (one of the following):
    o Core i3 with 2.4GHz or higher
    o AMD A10 Series APU with 2.5GHz or higher
    o FX-7600P processor family with 2.7GHz or higher
- 4 GB RAM or higher
- Graphics (one of the following):
    o ATI Radeon™ R6 graphics or higher
    o 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

Question #4: What are the updates with the last major release (02.72)?

Answer #4: Improvements to the last major release are summarized below:

- Compatibility with iOS 12 and iPadOS 13.

- Compatibility with Chromebooks that have an Intel/AMD x86 processor (64-bit) running Chrome OS v73 or higher. (ARM processors will not work with Transformer.)

- Compatibility with ZoomText 2019 and 2020, including freeze frame support. Also, text in the OCR-TTS window can be selected and copied into ZoomText or SuperNova.

- Audio/video recording support is provided, but only when using a USB 3.0 connection (no support under ZoomText or SuperNova).

- Multiple display support is provided for the Transformer HD viewer (no support under ZoomText or SuperNova).

- 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.

- 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 while in HDMI mode.

- The OCR engine uses Nuance SDK20.3, which is an upgrade from 19.0.

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- The Transformer HD application is automatically restarted after changing the camera resolution, performing a factory reset, or changing the Wi-Fi password. Pressing the Power button is no longer required.

- Improved performance of the Transformer HD application across platforms.

- Compatibility with Windows 10 Education has been improved.

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

- Transformer HD supports 4K monitors.

- The Transformer HD Viewer is compatible with the Windows 10 High Contrast theme.

- Translation has been improved for all languages across every platform.

Question #5: What are the improvements with this latest release (2.81)?

Answer #5: This release provides improved stability with ZoomText 2020.

Installing Transformer HD Windows v02.81

To perform this update, you must connect the Transformer HD device to an internet-capable computer using USB 3.0 or SS. It is highly recommended that you have these instructions open during the update process.

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 Windows 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 **02.81** of the **Transformer HD Windows Application Viewer**. Download, but do not extract, the **Windows_TRHD02.81_SQA20191206.zip** file to a directory that is easy to find, such as the default **Downloads** folder.

5. Insert your original USB drive, and then locate and delete the existing **TRHD-Windows Installer** and **Repository** folders on that drive. If you do not have your original USB drive, you must use an 8 GB or larger USB drive and label it **TRANSFORMER**; otherwise, you will not be able to install the software.

6. Extract **Windows_TRHD02.81_SQA20191206.zip** to place two folders on the root of the USB drive:

   - **TRHD-Windows Installer**
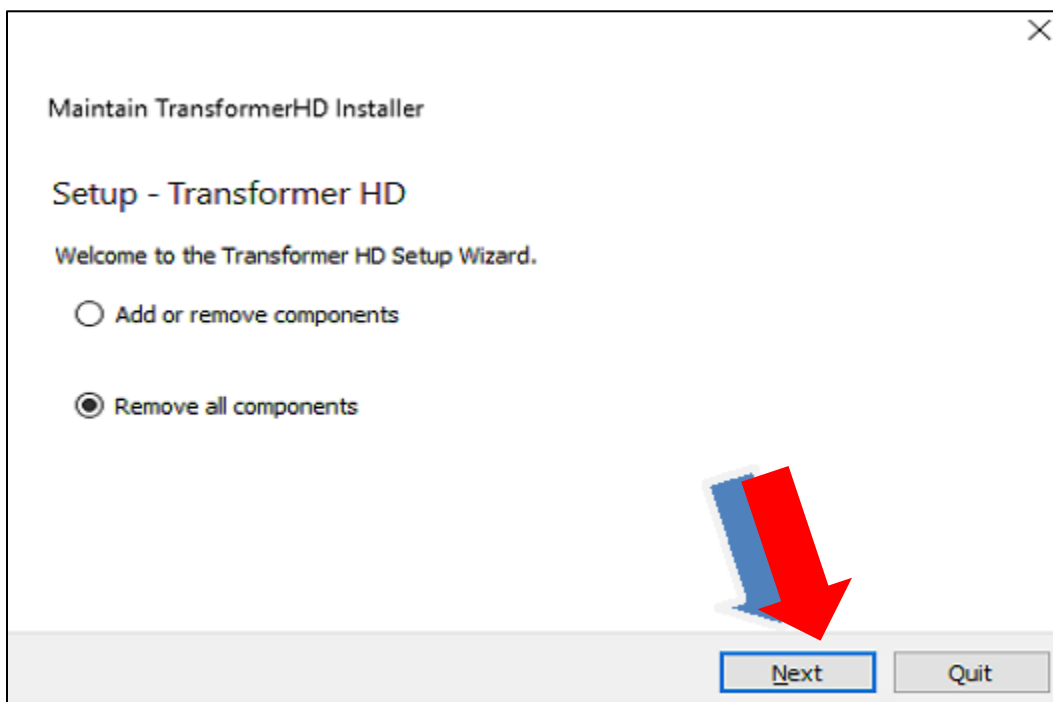
   - **Repository**

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7. Remove the old software from your computer by following these steps:
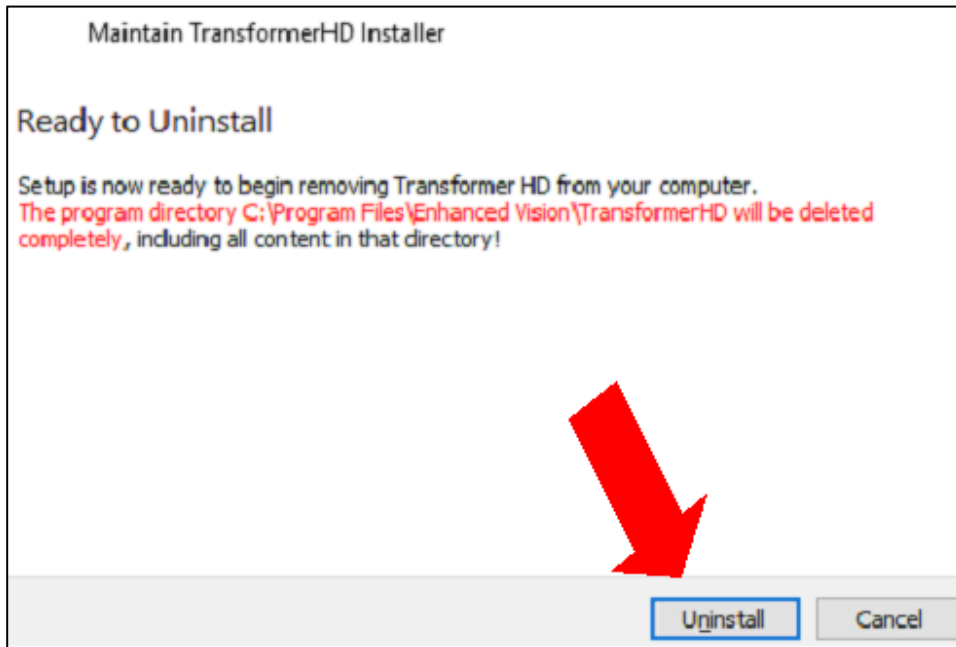
    a. In the Windows search bar, type "**add remove**".
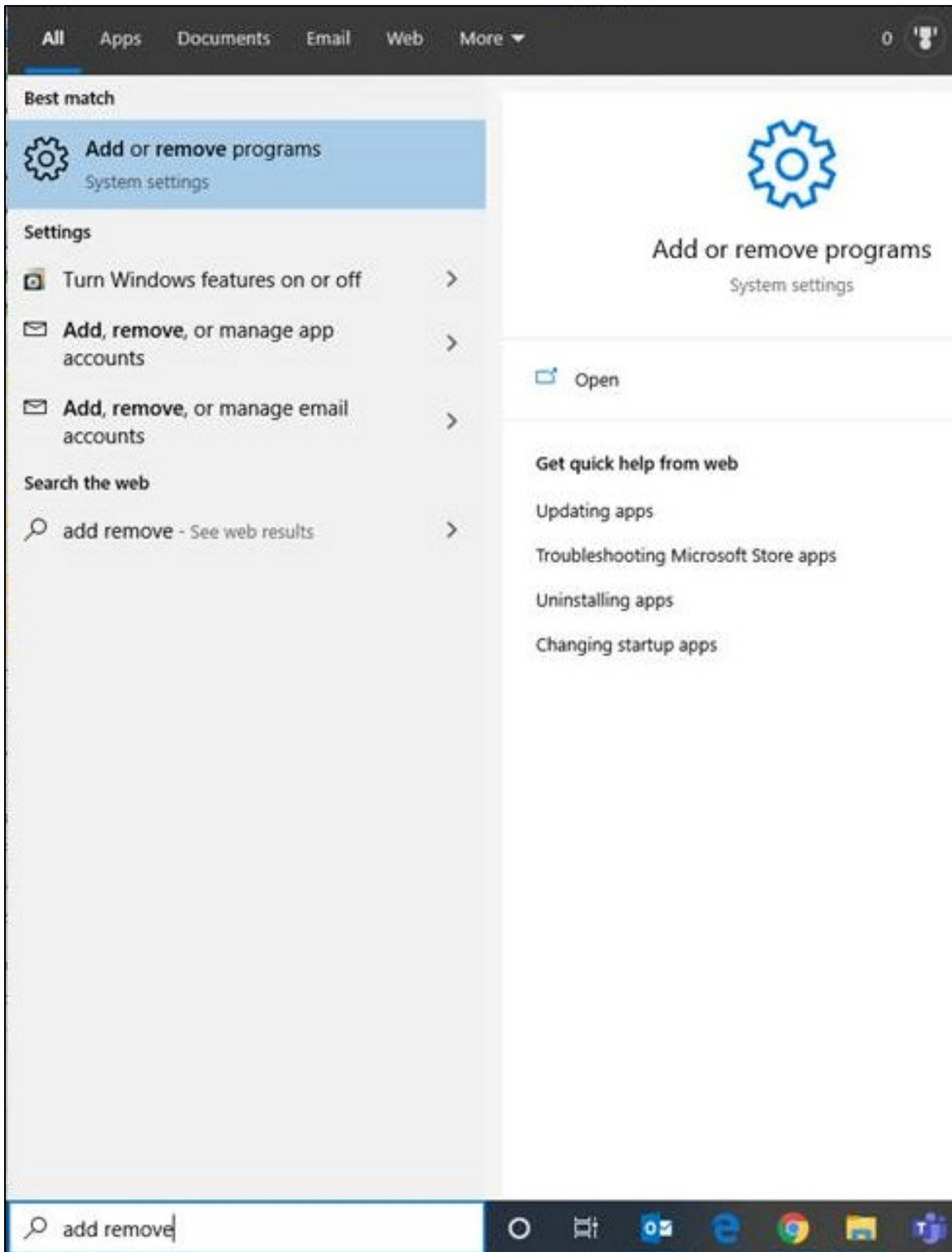
b. Select **Transformer HD**, and click **Uninstall**.

c. Click **Yes** to confirm the uninstall procedure.
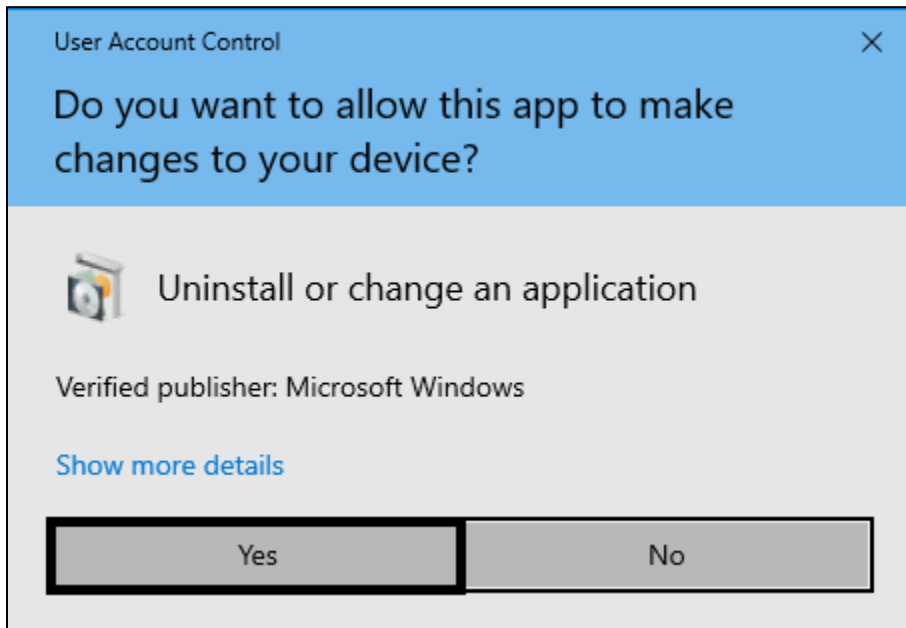
d. Use the on-screen prompts to uninstall the software. Select **Remove all components** and click **Next**.

e. Click **Uninstall**, then click **Finish**.

8. In the **TRHD-Windows Installer** folder on the USB drive, double-click **Windows_TRHD02.81_SQA20191206.zip** to install the new version of the application.

   a. Click **Yes** to confirm that the TRHD app can make changes to your device.

   b. In the **Setup – Transformer HD** window, click **Next.**

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c. In the **Installation Folder** window, specify the directory where Transformer HD will be installed, then click **Next**.
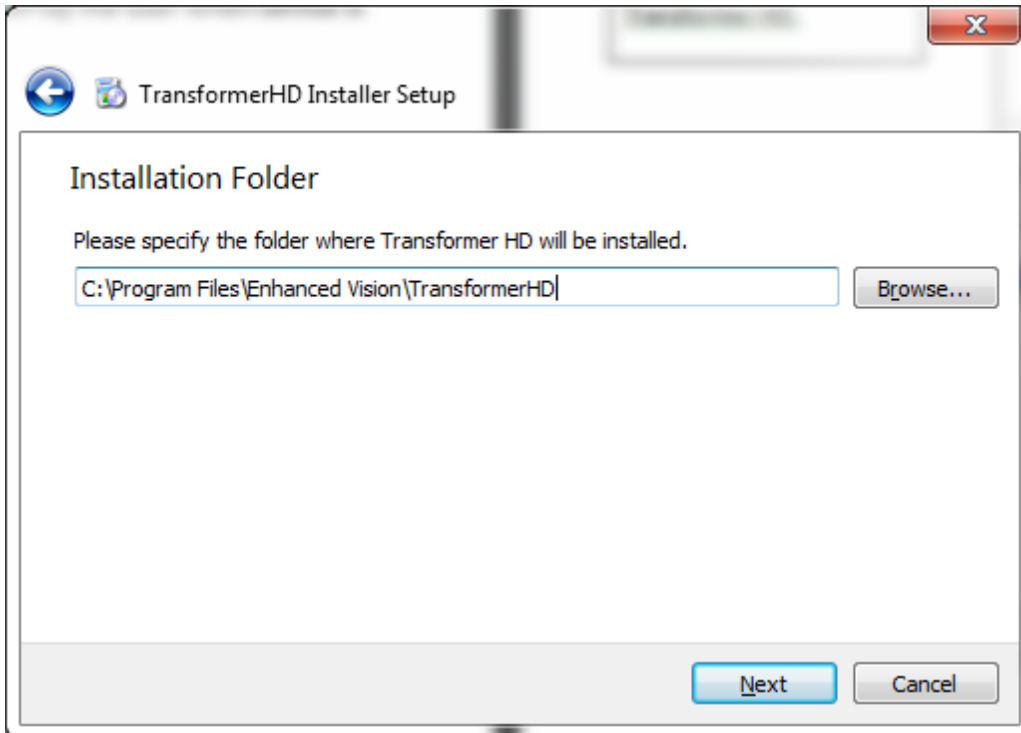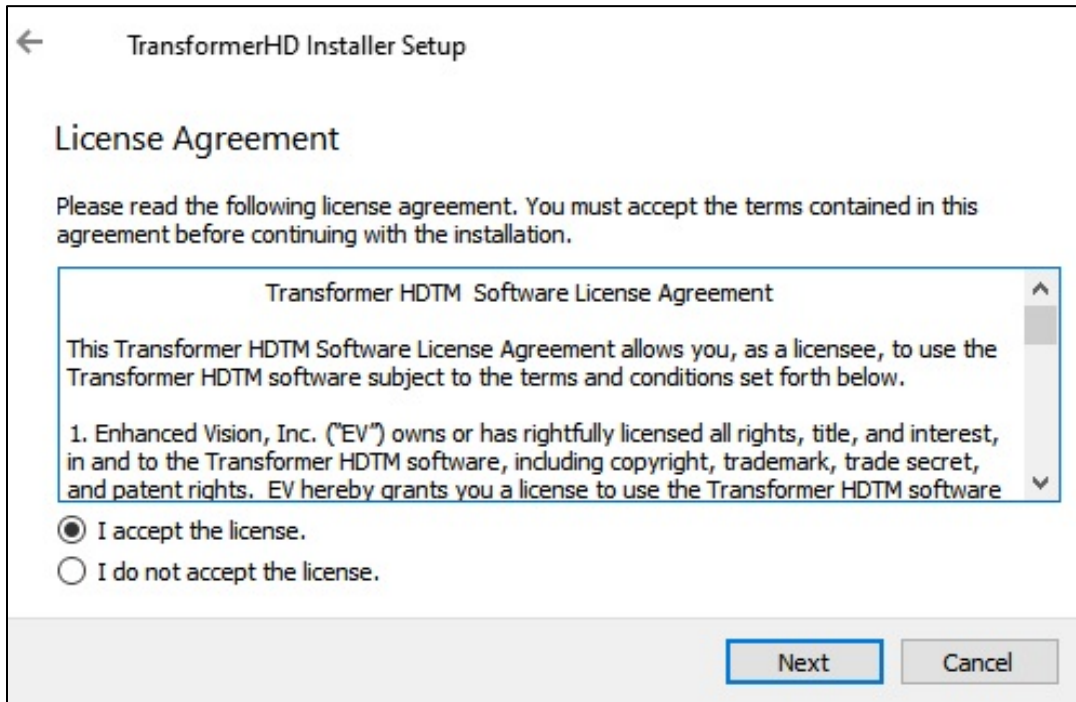
d. Select your desired language(s) for OCR and on-screen menus, and then click **Continue**. You can select more than one language within a group. To see the available languages, click on the arrows to the left of **Group 1** or **Group 2**.

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.

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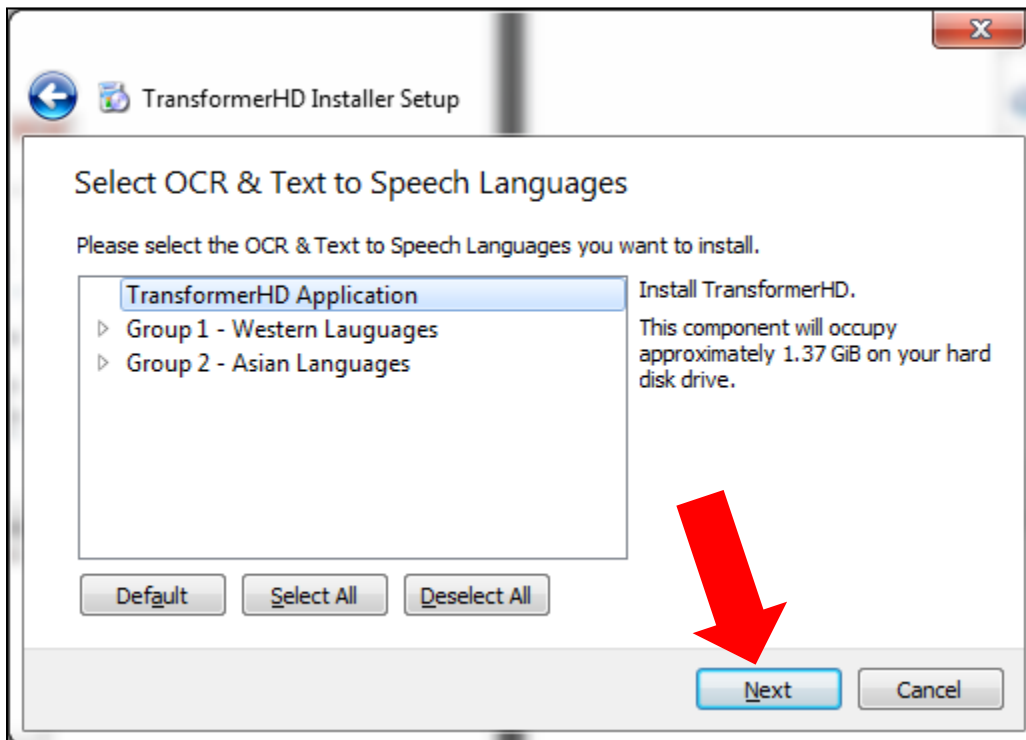
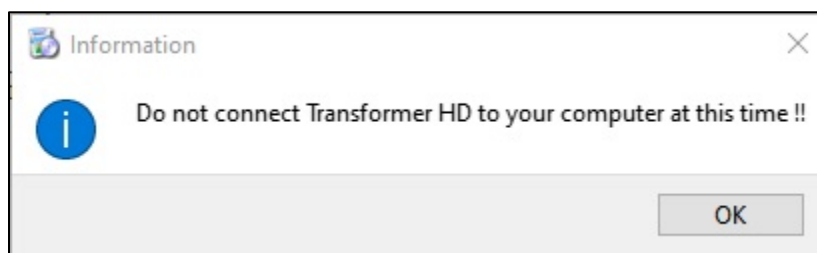e. Select **I accept the license** to accept the Transformer HD License Agreement and click **Next**.

f. Select or type the name of the folder that will be used for launching the Transformer HD application. Click **Next**.
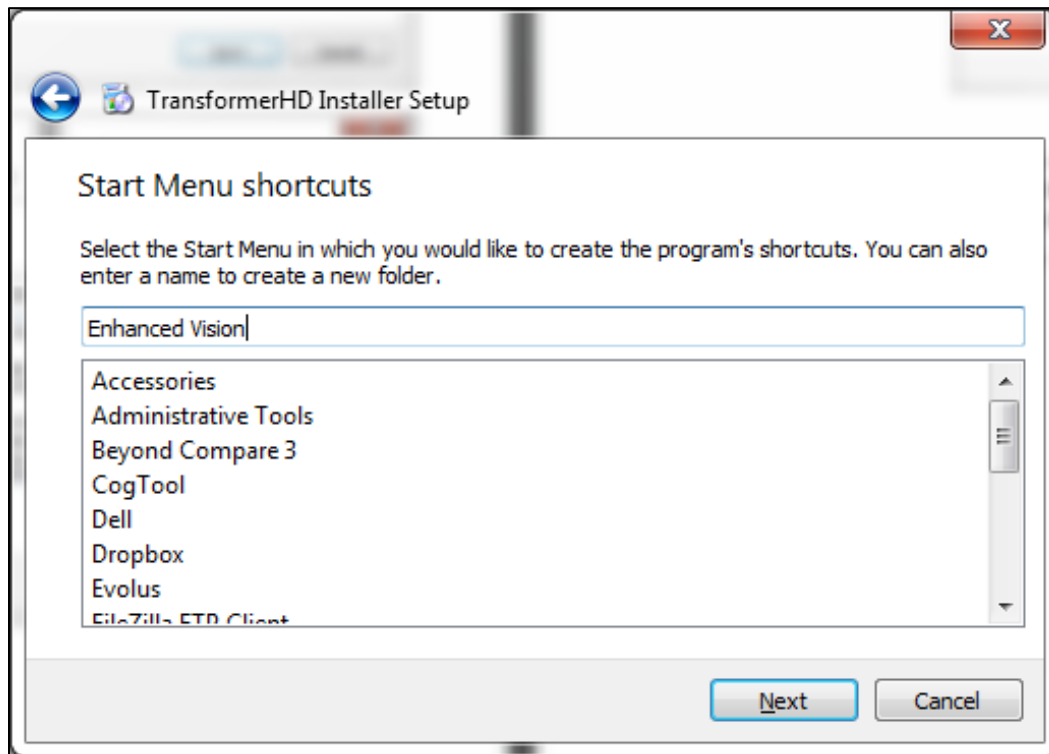
g. Click **OK** to confirm that you understand that you cannot connect the device to your computer yet.

h. Click **Install**. Do not interrupt the installation process, which may take several minutes to complete.
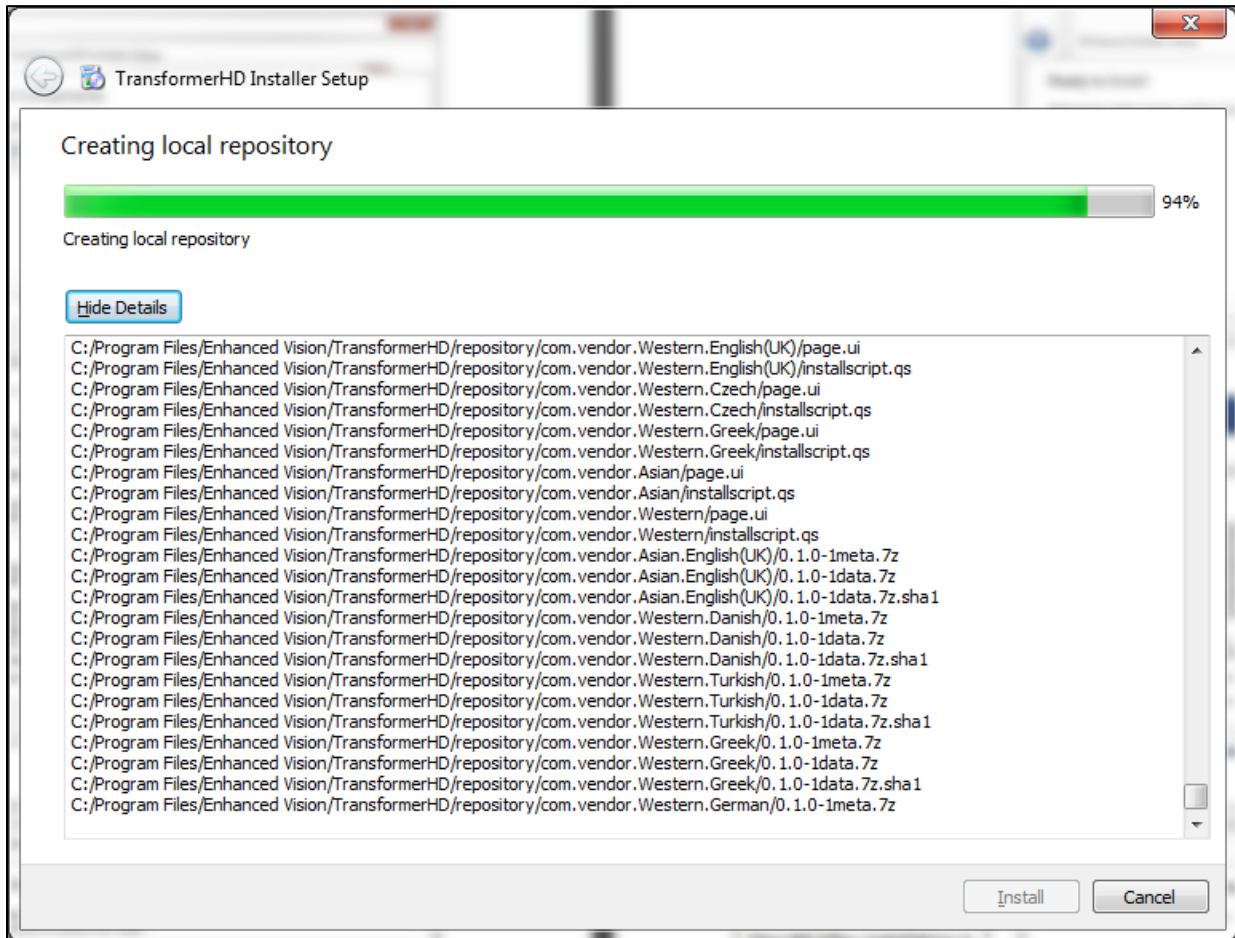
i. When you see the prompt, connect your Transformer device to the PC. Click **OK**.
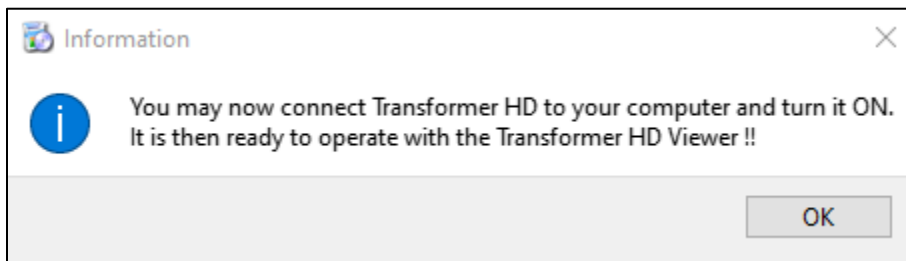
j. In the **Completing the Transformer HD Wizard** window, click **Finish** to exit the wizard.

9. Use the **EV** shortcut to launch the Transformer HD application.

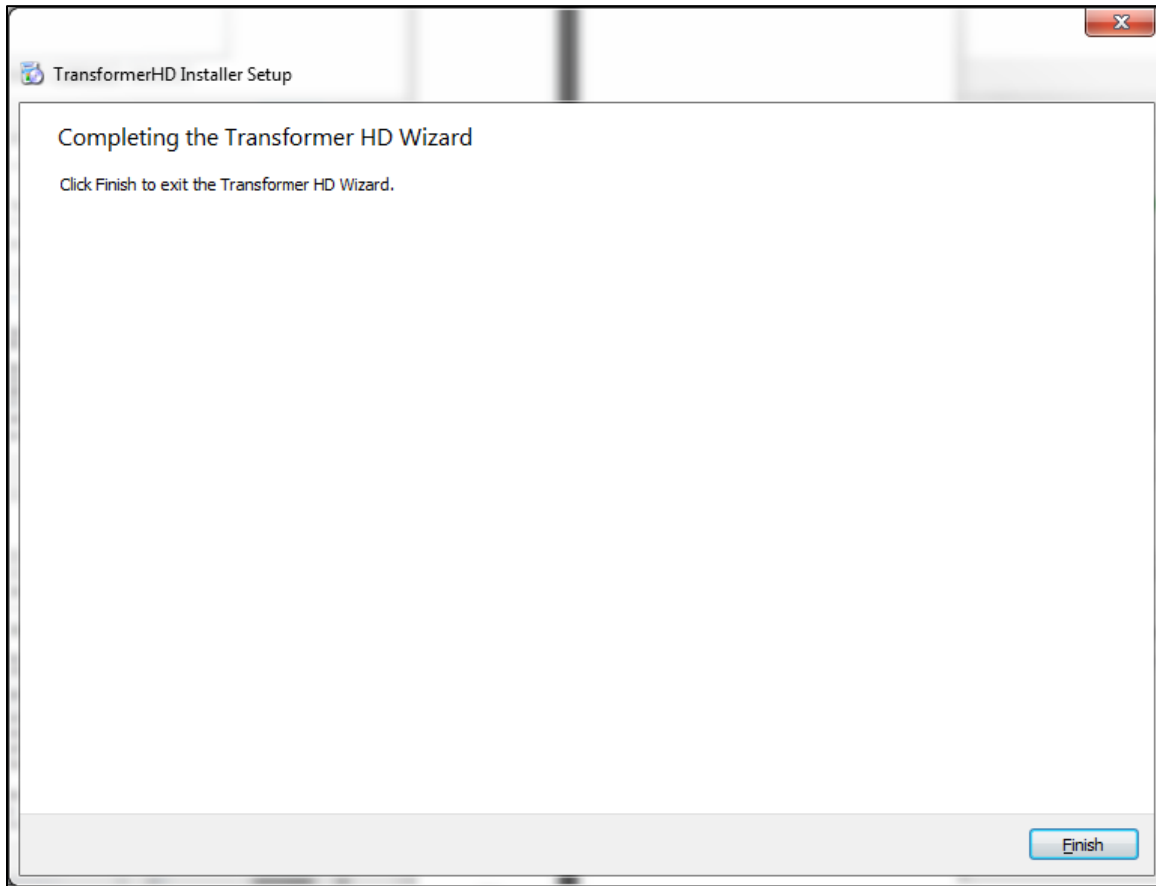# Updating the Transformer HD Device Firmware

1. Launch the Transformer HD application version **02.72** 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 **02.72** or higher. If not, complete the steps for <u>Installing Transformer HD Windows v02.81</u> before proceeding.

4. 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**.

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 …
02.28 or earlier	**03.05**
03.05	**03.06**

12. 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**, you have completed the updates and can resume normal operations.