

# READEASY «EVOLVE»

## Standard User Manual English, Version 1.2



**VisionAid International**

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# Table of contents

General description .....	3
Improvement program .....	3
Ownership and intellectual property .....	4
Safety .....	5
Pacemaker safety guidelines .....	5
General safety guidelines .....	5
Box contents.....	6
Unpacking .....	6
Carry Handle .....	7
Positioning for use.....	7
Plugging in.....	8
Camera.....	9
Turning on / off .....	12
Positioning documents for capture .....	13
Lighting on / off.....	15
Audio .....	16
Controls .....	17
Menu .....	19
Recognition .....	20
Menu settings .....	22
Advanced Settings.....	22
About.....	23
Languages.....	23
Upgrading software .....	28
FAQ and Troubleshooting .....	29
Terms and conditions of sale .....	31
Appendix A: Technical Information.....	32

## General description

Congratulations on choosing the ReadEasy Evolve digital capture reading system.

The ReadEasy Evolve combines ease of use with the highest quality speech output and the world's fastest text recognition. It can capture and read any printed material up to A3 in size, such as letters, bank statements, newspapers, food packaging etc. and reads the text aloud using natural sounding voices.

## Improvement program

Users are the best people to help us further improve and develop our products so if you have any ideas or suggestions, no matter how small, please do contact us:

**Email:**

[suggestions@visionaid.com](mailto:suggestions@visionaid.com)

**Post:**

**VisionAid**  
**International**

ReadEasy Evolve Suggestions  
VisionAid International Ltd.  
Bridge Lodge  
Spalding  
Lincolnshire  
PE11 3AU  
United Kingdom

**Phone:**

+44 (0) 1775 711 977

Thank you and enjoy your new ReadEasy Evolve reading machine!

# Ownership and intellectual property

The software installed on the ReadEasy Evolve makes use of third-party software libraries that are redistributed under their own respective licenses.

Copyright (C) 2000-2015, Intel Corporation, all rights reserved.

Copyright (C) 2009-2011, Willow Garage Inc., all rights reserved.

Copyright (C) 2009-2015, NVIDIA Corporation, all rights reserved.

Copyright (C) 2010-2013, Advanced Micro Devices, Inc., all rights reserved.

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# Safety

## Pacemaker safety guidelines

The ReadEasy Evolve contains magnets in multiple locations.

If you have a pacemaker fitted please consult the manufacturer's guidelines for safe operating distances.

Do not use the ReadEasy Evolve near inadequately shielded medical devices.

There are magnets located in the main unit, the camera arm, the Wireless Control Pad and the Wireless Control Pad Simplifier. Do not put any of these items on or near your chest if you have a pacemaker fitted.

## General safety guidelines

- Please handle the ReadEasy Evolve with care as rough handling may damage internal components and will void your warranty.
- Always operate the unit in a place where the temperature is between 10° and 35°C (50° and 95°F). Do not expose to excessive heat, cold or direct sunlight.
- Keep the unit away from wet areas, rain and other sources of fluid, moisture and chemicals. Do not submerge the unit.
- Do not attempt to repair the unit; any unauthorised attempt will void the product warranty. Please contact your distributor.
- Use only the supplied power adapter.
- Always unplug the ReadEasy Evolve before cleaning. Only use a soft cloth to clean the exterior. Do not use cleaning agents or abrasive materials as they will damage your unit.
- Use of the ReadEasy Evolve other than as described in this manual will exclude it from warranty.

## Box contents

Your ReadEasy Evolve box contains the following items:

1. ReadEasy Evolve digital capture reading system.
2. ReadEasy Evolve camera (stored in the back of the ReadEasy Evolve).
3. Power brick and power cable.
4. White contrast / positioning mat.
5. Laminated Quick Reference Guide.
6. This User Manual.
7. Over ear headphones.
8. Optional Wireless Control Pad (if Feature Pack purchased).

If any of these items are missing from your box, please contact your local distributor immediately.

## Unpacking

Lift out the cardboard tray containing the power brick (in its own box), power cable, headphones and documentation.

Next, remove the white contrast / positioning mat which is on top of the ReadEasy Evolve unit.

Finally, lift the ReadEasy Evolve out of the box and carefully remove its side packaging.

Place the ReadEasy Evolve onto a stable flat surface where it is going to be used.

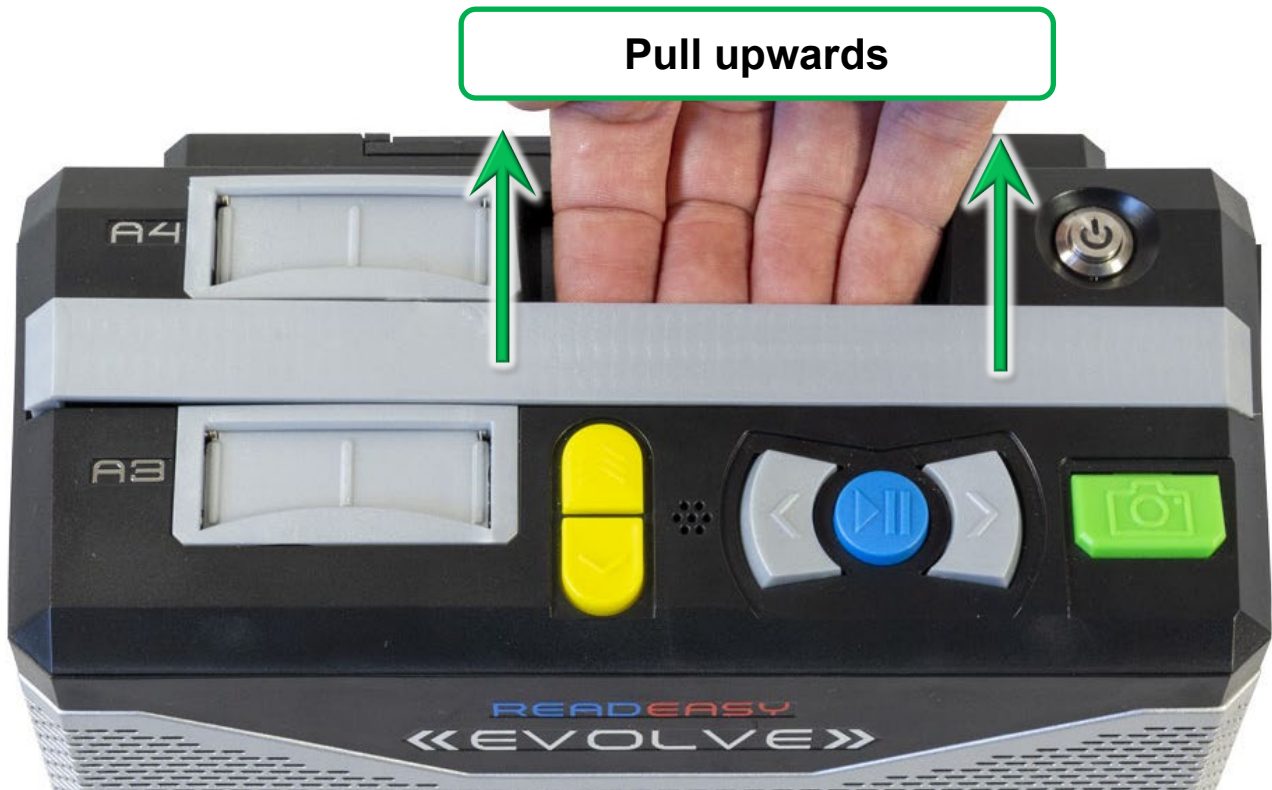
If you have purchased the optional Feature Pack, the Wireless Control Pad will also be included. Remove this if present and required.



## Carry Handle

The ReadEasy Evolve features an integrated carry handle making it safe to move from room-to-room.

The carry handle is built into the top of the unit. It sits flush when not in use. By lifting the handle into its raised position, it is easy to grasp and move the unit.



You can lower the handle back down by gently pushing it down until it sits flush with the unit.

## Positioning for use

When placing the ReadEasy Evolve onto a surface for use, ensure it is clean, flat and large enough for you to position the items you wish to read.

Ensure that the unit is not directly underneath any bright lighting, as this could affect its accuracy when reading glossy documents.

# Plugging in

1. Plug the power cable into the power brick.
2. Plug the tip of the power brick into the ReadEasy Evolve's power socket. With the ReadEasy Evolve facing towards you, run your index finger up the back of the unit on the far left-hand side. 2.5 inches (6cm) up, you should feel a round area with a round recess. This is where the tip of the power brick should be inserted.
3. Insert the mains plug into a wall socket and ensure it is switched on.



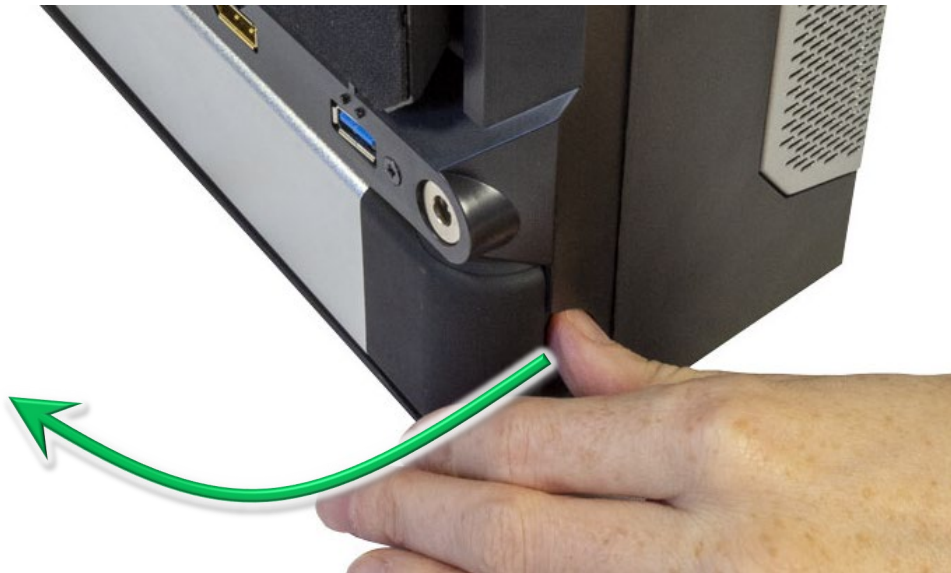


# Camera

The ReadEasy Evolve features a unique, magnetised, easy release camera system. The camera can be located in the A4 or A3 camera position depending on the size of your document.

## Removing the camera from its stored position

The camera arm is stored within the ReadEasy Evolve, at the back of the unit, along the bottom. With the ReadEasy Evolve facing towards you, run your fingers 1 inch (2.5cm) up the back of the left edge. You will feel a half circle shaped cut-out. Push the camera head backwards using this recess and fully remove it.



## Unfolding the camera

With the camera removed from the unit, it then needs to be unfolded. When the camera is folded, the part of the camera that will insert into the A4 or A3 positions is slightly shorter. It also has a rectangular USB port which sits flush with the bottom of the shorter section.

Unfold the camera (90 degrees) so it is ready to be inserted into the A4 or A3 camera position.

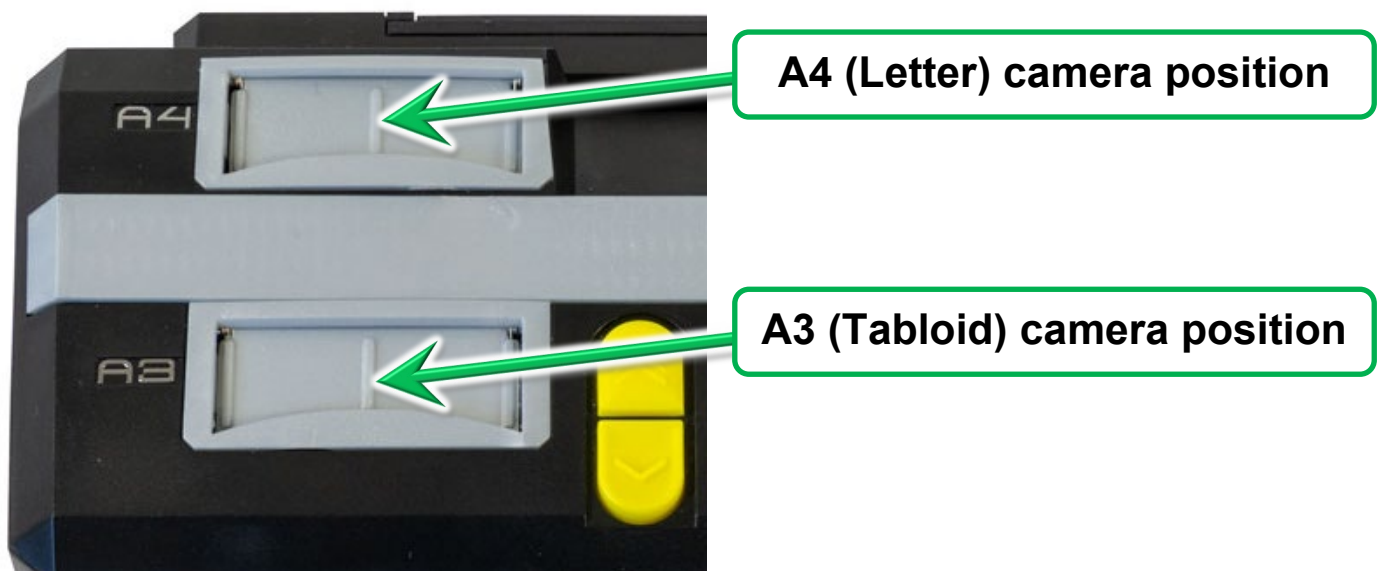


## Plugging in the camera

Positioning the camera into the A4 position provides the absolute maximum recognition accuracy for standard and smaller documents, allowing text as small as 5 point to be read. This is ideal for reading food packaging, medication, small print on terms and conditions etc.

Positioning the camera into the A3 position allows larger documents to be read such as tabloid newspapers, large format books, both left and right pages of a magazine etc. This allows text as small as 6 point to be read.

The A4 slot for the camera (coloured silver) is located on the top of the ReadEasy Evolve unit, at the back, 2.5 inches (6cm) from the left-hand side. The A3 slot is located 2 inches (5 cm) in front of this. Both slots have a dust cover which springs back into position when the camera is removed.



With the shorter arm containing the USB port facing downwards and the other part of the arm facing towards you, angle the camera head a few degrees forwards and slowly insert the camera into either the A4 or A3 camera position.

For the A4 camera position (the rear slot) the camera will slide down approximately 5 inches (13 cm).

For the A3 camera position (the front slot) the camera will slide down just 1.5 inches (4 cm).

Once slid down into position, you may need to apply a small amount of downwards force to connect the camera fully. As you do so you will feel it positively locate into position.



The camera will only go into its slots one way round and it does not require much force so please insert it carefully.

## **Un-plugging the camera**

To disconnect the camera, grasp it firmly on the upright part (above the camera slot). Place your other hand on the main unit itself and then pull the camera upwards. If you pull the upright part slightly towards you (with a small amount of force) as you lift it upwards, it reduces the force needed to remove the camera.

## **Returning the camera to its stored position**

With the camera removed, gently fold the camera in at the hinge by holding onto both sections. Then return it to the back of the unit for safe storage in the opposite way to which you removed it.

It magnetises back into position and will only fit correctly one way round, with the shorter edge facing towards you and the rounded hinge to the left.

## Turning on / off

To turn on the ReadEasy Evolve, ensure it is plugged in, the mains power is switched on and that the camera is connected. Then, press and release the on / off button. It is located on the top of the ReadEasy Evolve, 1 inch (2.5 cm) from the back and 1.25 inches (3 cm) from the right edge. It is a round button which is recessed in a round hole.



Once pressed and released, the on / off button will illuminate in blue. After 3 seconds, an audible beep will be heard (if the volume is up) and 15 seconds after that the ReadEasy Evolve will announce it is ready.

To turn the ReadEasy Evolve off, simply press the on / off button again. The ReadEasy Evolve will announce that it is turning off.

### **IMPORTANT**

**If you wish to unplug your ReadEasy Evolve after turning it off, please wait 5 seconds after turning it off for it to fully power down.**

# Positioning documents for capture

With the ReadEasy Evolve powered up and the camera connected, you are ready to read a document. It allows both A4 and A3 sized documents to be accurately positioned purely by touch.

In both A4 and A3 camera positions the ReadEasy Evolve captures an area 15% to 20% larger than the paper size to ensure you don't miss anything.

## A4 (Letter) document positioning

Ensure the camera is located in its A4 position (the rear camera slot).

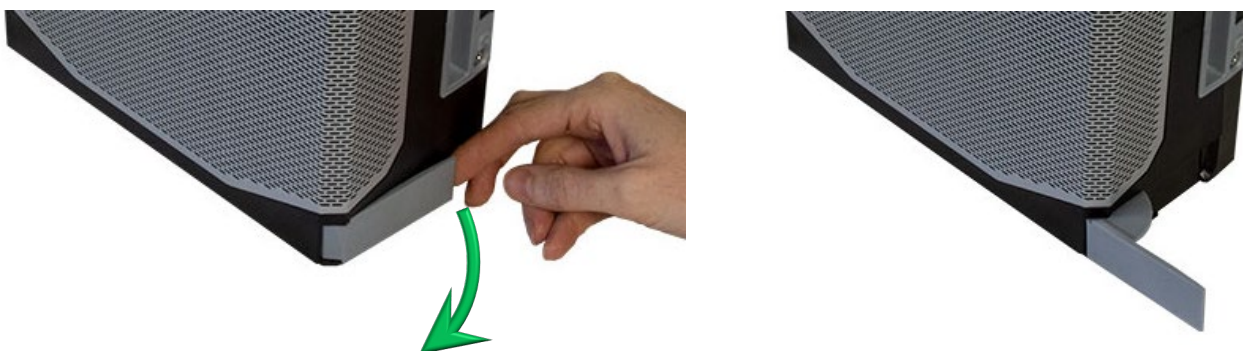
Take the A4 sized document you wish to read and rotate it so that it's in a landscape orientation (long edge running left to right). Now place the long edge up against the front of the ReadEasy Evolve and slide it so that the right edge of your document is aligned with the right edge of the ReadEasy Evolve.

## A3 (Tabloid) document positioning

Ensure the camera is located in its A3 position (the front camera slot).

Fold out the integrated A3 positioning guide, located on the right edge of the unit, at the bottom. There is a finger cut out, 3 inches (7 cm) from the front and the guide pivots outwards, 90 degrees towards you so that it's in line with the front of the unit.

Take the A3 sized document you wish to read and rotate it so that it's in a landscape orientation (long edge running left to right). Now place the long edge up against the front of the ReadEasy Evolve and slide it so that the right edge of your document is aligned with the edge of the A3 positioning guide.





## Contrast / positioning mat for A4 (Letter) documents

The ReadEasy Evolve includes a contrast / positioning mat. This does not need to be used for ReadEasy to work correctly but serves two purposes:

- 1). It provides a rough guide for the A4 (Letter) capture area.
- 2). If the surface where the ReadEasy Evolve is located is textured and the item wishing to be read is small (e.g. a postage receipt or small packet of food) then using the mat can reduce the chance of the ReadEasy Evolve finding additional characters within the table surface.

To position the mat, ensure the ReadEasy Evolve is located on a flat surface where you wish to use it. Then, make sure the contrast mat is folded flat (the top section is folded over for transport). There is a 'finger' at the top of the mat that needs to be slid around the back and left side of the ReadEasy Evolve, from left to right.

Ensure the 'finger' is held flat with the index finger on your left hand as you slide the mat from left to right until it fits snugly up against the left edge and the front of the unit.





## Lighting on / off

The ReadEasy Evolve's camera features integrated LED lighting. By default (and for most scenarios), the lighting should be left on. Keeping the light on can help if there is very little ambient light in the room but can cause reflections on glossy documents. Therefore, if you are having difficulties with glossy documents, switch the light off.

The light is controlled by a rocker switch. This is located on the underside of the camera arm approximately 1.25 inches (3 cm) from the back of the head, in the middle.

To switch the light on, rock the switch to the right. To switch the light off, rock the switch to the left.



# Audio

## Volume adjustment

To increase or decrease the volume, raise or lower the vertical volume slider. This is located on the right edge of the machine, 1.5 inches (4 cm) from the back. It travels 4 inches (10 cm) between maximum and minimum.

## Headphone socket and headphones

The ReadEasy Evolve includes a pair of over ear headphones. They have a standard 3.5 mm audio jack connector.

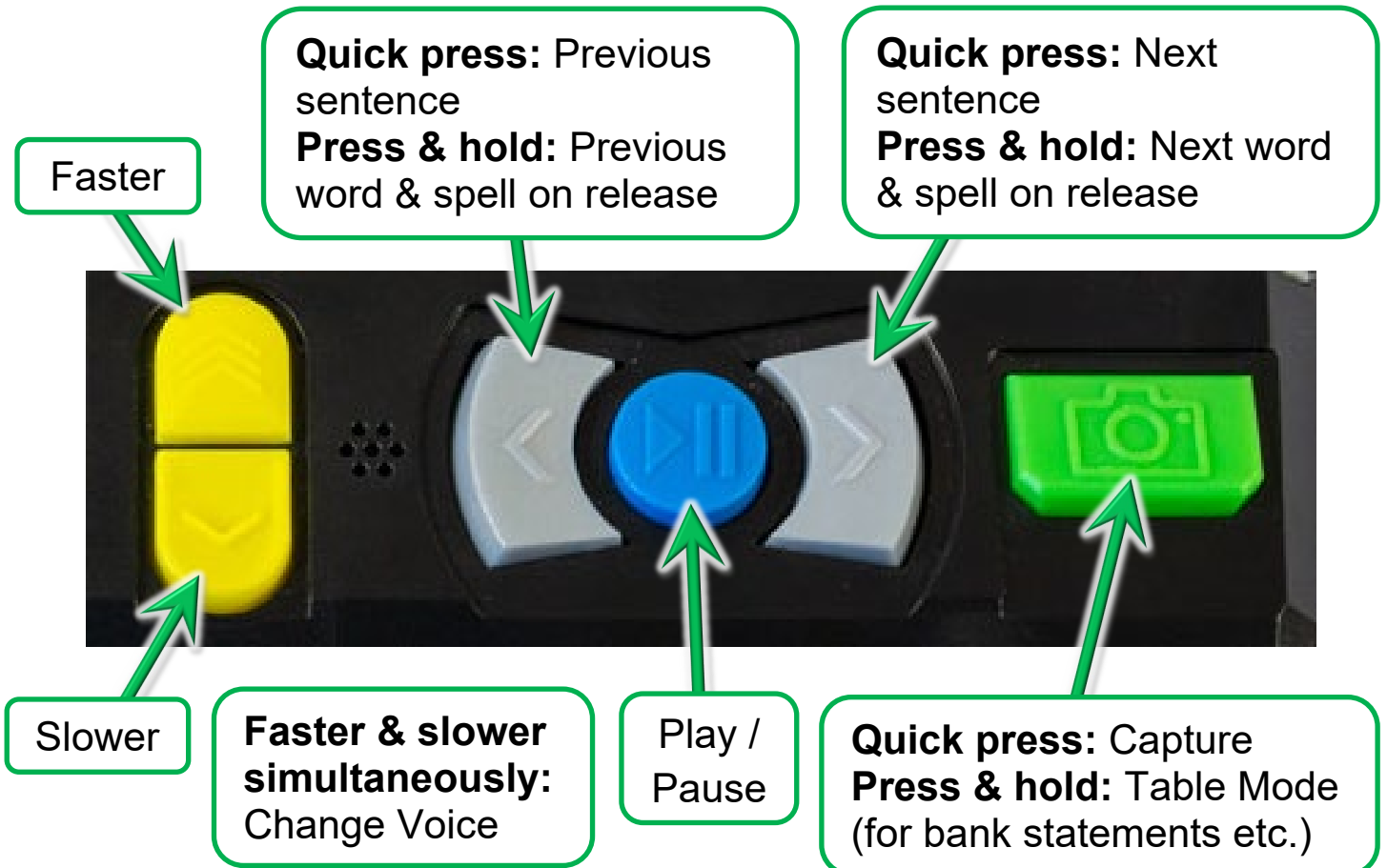
To use the included headphones (or any other that you may already own), simply plug them into the headphone socket, located on the right-hand edge of the machine, 3 inches (8 cm) from the front and 2.5 inches (6.5 cm) up from the bottom.

The loudspeakers will automatically be muted as soon as the headphones are plugged in. To alter the headphone volume, use the volume slider.



# Controls

The main controls are all located on the top edge of the unit at the front. There are 6 tactile buttons.



## Capture (quick press)



To capture a document and have it read aloud, ensure you have a document under the camera and then press the green rectangular button. This is the furthest button to the right.

ReadEasy Evolve features an intelligent motion detection system that won't allow your document to be captured if it is moving. This allows you time to press capture and position your document underneath ReadEasy Evolve with both hands (e.g. for a book). Your document will be captured two seconds after the last movement was detected.

An audible "beep" will be emitted while movement is being detected.

To override this function and force ReadEasy Evolve to capture your document, press Capture again.

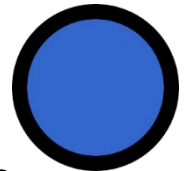
Your document will start being read aloud a few seconds later.

## Capture as table (press and hold)



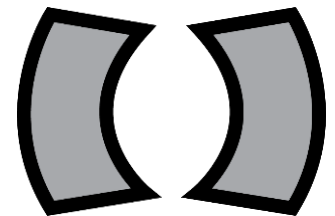
To capture documents with tabular information (like bank statements), simply press and hold the capture button until “Capturing as table” is announced. This is the furthest button on the right. This forces ReadEasy Evolve to read across the columns of information.

## Play / Pause (quick press)



To start and stop the reading of your document, press the play / pause button. This is the blue circular button, located between the two grey crescent buttons. It is the third button from the right. It has play and pause icons embossed on it.

## Next & previous sentence (quick press)

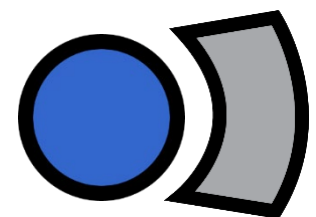


To navigate forwards or backwards one sentence, press and release the right or left crescent buttons. These are the buttons to the right and left of the Play / Pause button. They have an arrow embossed on them.

## Word-by-word with spelling (press & hold)

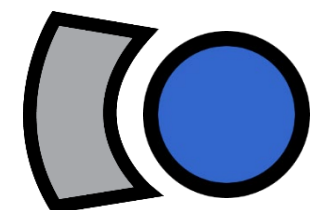
To navigate forwards or backwards word-by-word, press and hold the next or previous sentence buttons (the right or left crescent buttons). On release the current word is spelt out letter-by-letter.

## Next paragraph (press & hold the Play / Pause button & quick press the next sentence button)



To navigate to the next paragraph, press and hold the Play / Pause button and quick press the Next sentence button.

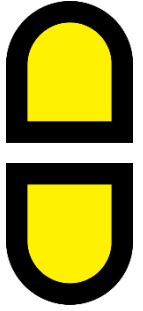
## Previous paragraph (press & hold the Play / Pause button & quick press the previous sentence button)



To navigate to the previous paragraph, press and hold the Play / Pause button and quick press the Previous sentence button.

## Faster & slower

To increase or decrease the reading speed, press the Faster or Slower buttons. These are the two vertically in-line, yellow, half-tablet shaped buttons located on the far left of the buttons, just to the left of the previous sentence button. The top button increases the reading speed and the bottom button decreases the reading speed.

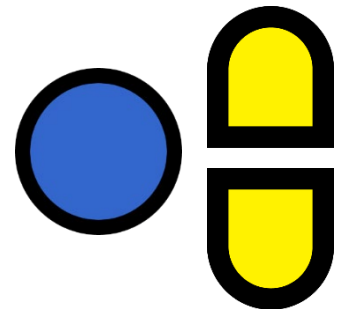


## Change voice

To cycle through the reading voices for your document's language, quick press the Faster and Slower buttons together.

## Cycle recognition profiles

To cycle through your Recognition Profiles, press and hold the Play / pause button and press the Faster or Slower buttons.



Recognition Profiles can be set up in Main menu – Recognition profiles. This is fully described on page 20.

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## Main menu

The Main menu contains additional settings for the ReadEasy Evolve.

To access the Main menu, press and hold the Next and Previous sentence buttons together for 5 seconds until “Main menu” is announced.

The Main menu is presented in a vertical list and you always start at the top of the list.

To scroll down through the options, press the Slower button. To scroll up, use the Faster button. To select or choose the current option, press the Play / Pause button. To go back, press the previous sentence button.

The Menu is organised as follows:

- 1. Recognition profiles**
- 2. Menu settings**
- 3. Advanced settings**

## 4. About

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### Recognition profiles

Recognition profiles allow you to adjust how the ReadEasy Evolve recognises your documents.

There are 3 customisable Recognition profiles, making it easy to switch between multiple language and page recognition settings without the need to keep returning to the Main menu.

For example:

Recognition profile 1 could be English, German, French and Belgian Dutch set to change language on a per page basis.

Recognition profile 2 could be English and Spanish set to change language on a per sentence basis (good when learning a language).

Recognition profile 3 could be Welsh.

### Active recognition profile

This enables you to select the active recognition profile.

### Recognition profile 1, 2, 3

Allows you to configure the following settings for each of the 3 recognition profiles. This is an advanced feature so your local distributor will likely set these before your ReadEasy Evolve is delivered to you or during training.

#### **1. Start reading when recognition complete (enabled by default)**

When enabled, documents start being read out loud as soon as they have been recognised. If you prefer to magnify documents first (available with the optional Feature Pack) disabling this could be useful.

#### **2. Pause at line breaks (disabled by default)**

When enabled, adds a pause at the end of every line. This is useful when reading things such as recipes or lists.



### 3. Automatic language detection mode (One language per page by default)

There are 2 options:

1. **One language per page:** This selects the main language on the page from all of the languages you have enabled. e.g. If you have English, and Spanish languages enabled and you capture a page with both these languages present but it contains more Spanish, then the entire page will be read in Spanish.
2. **Multiple languages per page:** This automatically switches between your enabled languages on a sentence-by-sentence basis. E.g. if you have a German language text book and some of the page is in English and some is in German, ReadEasy Evolve will change reading voice automatically between the German and English sentences.

### 4. Primary recognition language

When “Automatic language detection mode” is set to “Multiple languages per page”, this makes the selected language more likely to be chosen if the primary language is active.

### 5. Available recognition languages

A list of the available recognition languages that the ReadEasy Evolve supports follows Primary recognition language.

The ReadEasy Evolve will look for the enabled languages within any captured document.

We recommend enabling no more than 5 languages per Recognition profile. Enabling more at once is supported but it may reduce the accuracy and speed of recognition (especially if Automatic language detection mode is set to Multiple languages per page).

When enabling a language that doesn't support automatic language switching, all other languages will automatically be disabled. For a full list of supported languages, please see page 23.

If you regularly need to switch between recognition languages, the 3 customisable recognition presets enable you to do this.

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## Menu settings

### 1. Interface Language

Allows you to choose the Menu / Interface language (the language used in the menus and for announcing events (e.g. “capturing”, “faster” etc.)).

### 2. Interface Voice

Select your preferred Menu / Interface voice (ReadEasy Evolve allows a different reading voice to the interface voice).

### 3. Sound effects' volume

Adjust the volume of the ReadEasy Evolve's capturing and motion detection sounds.

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## Advanced Settings

### 1. Date and time

Change the date and time, time zone and enable or disable Automatic network time synchronisation (for units connected on a network).

### 2. ReadEasy camera calibration

Enables re-calibration of ReadEasy Evolve's camera. This should only be required if your camera is lost or damaged and a replacement is sent.

Full instructions are included with any replacement camera sent and are not detailed in this manual.

### 3. Features management

Shows status of ReadEasy Evolve's features. If you wish to activate another feature (e.g. Asian languages or a different set of voices) please contact your local distributor.

### 4. Sentence break

Allows you to adjust the pause between each sentence (in milliseconds).

## About

Provides specific information about your ReadEasy Evolve. E.g. Serial number and useful support information.

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## Languages

### Obtaining additional voice sets / features

If you wish to purchase an additional set of voices or a feature pack, please contact your local distributor.

### Activating additional voice sets / features

Once you have contacted your distributor and purchased a voice set or feature pack, they will provide you with a coded piece of paper. Capturing this document will automatically unlock and enable the new feature(s).

### Supported languages

ReadEasy supports over 40 languages. Please note, some languages do not support automatic switching (they cannot be automatically detected and must be set manually through a different Recognition profile as described on page 20).

The ReadEasy Evolve supports two sets of voices.

The first is the Nuance Vocalizer range of voices. The second is the Ivona set of voices. Depending on your country, you will most likely have a preference for one or the other once you have heard them. Both sets can be installed on a device but there is an additional charge for this so each device only includes one set as standard. Please speak to your local distributor for more information.

The full list of support languages and voices follows:



<b>Language</b>	<b>Auto Switch</b>	<b>Voices</b>
Arabic – <b>Coming soon</b>	No	Maged (Male), Laila (Female), Maged-MI (Male), Tarik (Male)
Basque	Yes	Miren (Female)
Bulgarian	No	Daria (Female)
Catalan	Yes	Nurian (Female), Jordi (Male), Montserrat (Female), Empar (Female)
Chinese – <b>Coming soon</b>	No	Binbin-MI (Male – Chinese Mandarin), Li-Li (Female – Chinese Mandarin), Lili-MI (Female - Chinese Mandarin), Tian-Tian (Female - Chinese Mandarin), Tiantian-MI (Female - Chinese Mandarin), Sinji-MI (Female - Hong-Kong Cantonese), Meijia-MI (Female - Taiwanese Mandarin)
Croatian	No	Lana (Female)
Czech	Yes	Iveta (Female), Zuzana (Female)
Danish	Yes	Magnus (Male), Sara (Female)
Dutch	Yes	Claire-MI (Female - Netherlands), Xander (Male - Netherlands), Ellen (Female - Belgian)
English (India)	Yes	Rishi (Male), Sangeeta (Female), Veena (Female)
English (United Kingdom)	Yes	Daniel (Male), Fiona (Female - Scottish), Kate (Female), Malcolm (Male), Oliver (Male), Serena (Female) Moira (Female – Irish)
English (United States)	Yes	Allison (Female), Ava (Female), Ava-MI (Female), Joelle (Female), Nathan (Male), Noelle (Female), Samantha (Female), Susan (Female), Tom (Male), Zoe (Female)
English (Australian)	Yes	Karen (Female), Lee (Male)
English (New Zealand)	Yes	Tessa (Female)
Finnish	Yes	Onni (Male), Satu (Female)

French (Canada)	Yes	Amelie (Female), Amelie MI (Female), Chantal (Female), Nicolas (Male)
French	Yes	Audrey (Female), Audrey-MI (Female), Aurelie (Female), Thomas (Male)
Galician	Yes	Carmela (Female)
German	Yes	Anna (Female), Anna-MI (Female), Markus (Male), Petra (Female), Petra-MI (Female), Viktor (Male), Yannick (Male)
Greek	Yes	Melina (Female), Nikos (Male)
Hebrew – <b>Coming soon</b>	No	Carmit (Female)
Hungarian	Yes	Mariska (Female)
Indonesian	No	Damayanti (Female)
Italian	Yes	Alice (Female), Alice-MI (Female), Federica (Female), Federica-MI (Female), Luca (Male), Paola (Female), Silvia (Female)
Korean	No	Sora (Female), Yuna (Female)
Malay	No	Amira (Female)
Norwegian	Yes	Henrik (Male), Nora (Female)
Polish	Yes	Ewa (Female), Krzysztof (Male), Zosia (Female)
Portuguese (Brazilian)	Yes	Felipe (Male), Fernanda (Female), Luciana (Female)
Portuguese	Yes	Catarina (Female), Joana (Female), Joaquim (Male)
Romanian	No	Ioana (Female)
Russian	Yes	Katya (Female), Katya-MI (Female), Milena (Female), Yuri (Male)
Slovak	No	Laura (Female)
Spanish	Yes	Diego (Male - Argentinian), Francisca (Female – Chilean), Carlos (Male – Columbian), Soledad (Female – Columbian). Jorge (Male), Marisol (Female), Marisol-MI (Female), Monica (Female), Monica-MI (Female). Angelica (Female – Mexican), Juan (Male – Mexican), Paulina (Female – Mexican), Paulina-MI (Female - Mexican) Miren (Female – Basque)

		Nurian (Female - Catalan), Jordi (Male – Catalan), Montserrat (Female – Catalan), Empar (Female – Catalan) Carmela (Female – Galician)
Swedish	Yes	Alva (Female), Klara (Female), Oskar (Male)
Thai - <b>Coming soon</b>	No	Kanya (Female), Narisa (Female)
Turkish	Yes	Cem-MI (Male) Yelda (Female)

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Language	Auto Switch	Voices
Danish	Yes	Mads (Male), Naja (Female)
Dutch	Yes	Lotte (Female - Netherlands), Ruben (Male - Netherlands)
English - American	Yes	Eric (Male), Jennifer (Female), Joey (Male), Justin (Child, Male), Kendra (Female), Kimberly (Female), Salli (Female)
English - British	Yes	Amy (Female), Brian (Male), Emma (Female)
English - Australian and Welsh	Yes	Nicole (Female - Australian), Russel (Male – Australian), Geraint (Male - Welsh), Gwyneth (Female - Welsh)
French	Yes	Chantal (Female - Canadian), Celine (Female), Mathieu (Male)
German	Yes	Hans (Male), Marlene (Female)
Icelandic	No	Dora (Female), Karl (Male)
Italian	Yes	Carla (Female), Giorgio (Male)
Norwegian	Yes	Liv (Female)
Polish	Yes	Agnieszka (Female), Ewa (Female), Jacek (Male), Jan (Female), Maja (Female)
Portuguese	Yes	Cristiano (Male – Portuguese), Ricardo (Male - Brazilian Portuguese), Vitoria (Female - Brazilian Portuguese)
Romanian	No	Carmen (Female)
Russian	Yes	Tatyana (Female)
Spanish	Yes	Conchita (Female - Castilian), Enrique (Male - Castilian), Miguel (Male - American), Penelope (Female - American)
Swedish	Yes	Astrid (Female)
Turkish	Yes	Filiz (Female)
Welsh	No	Geraint (Male), Gwyneth (Female)

# Upgrading software

ReadEasy Evolve's software can easily be upgraded as new versions become available.

## Checking your existing software version

To check the version of software currently installed on your ReadEasy Evolve, enter the Menu, then go to About and scroll down to Software version.

## Determining the latest version available

To find out what the latest available version of the ReadEasy Evolve software is, please contact your local distributor or check on the VisionAid International Ltd website ([www.visionaid.com](http://www.visionaid.com)).

## Obtaining the latest software

Updated software can either be downloaded from the VisionAid International Ltd website or obtained on a USB memory stick from your distributor.

If downloading, the software must be transferred to the root folder of a USB memory stick.

## How to upgrade

To install the update, once your ReadEasy Evolve has started and announced it is ready, insert the memory stick into one of the USB ports on the rear of the unit. The ReadEasy Evolve will inform you that it has found an update and ask if you would like to install it. To confirm, press the Play / pause button and the upgrade will take place.

To cancel upgrading, select "Cancel" using the Faster or Slower buttons and confirm with the Play / pause button.

# FAQ and Troubleshooting

Here is a list of common questions and problems with their solutions:

**ISSUE: ReadEasy Evolve doesn't do anything when I press any of the buttons.**

**Solution 1:** Make sure the ReadEasy Evolve is correctly plugged in and turned on and that the volume slider is up. ReadEasy Evolve takes approximately 20 seconds to start and will announce when it is ready. For low vision users, the on / off switch has an illuminated blue ring surrounding it when the unit is powered. Please refer to 'Plugging in' on page 7 and 'Turning on / off' on page 12 for more information.

**Solution 2:** If you are not using headphones, ensure that none are connected as the ReadEasy Evolve will automatically mute the volume when they are connected. Please see page 16 for more information on headphones.

**ISSUE: When I try to capture a document, after I press capture, ReadEasy Evolve just keeps beeping.**

**Solution 1:** Something is activating the automatic motion detection. If you are capturing a book, ensure the pages are not moving. Also ensure there is nothing else moving in the capture area.

**Solution 2:** Override the motion detection by simply pressing capture again.

**PROBLEM: ReadEasy Evolve doesn't seem to be reading my entire document.**

**Solution 1:** Ensure your document is correctly positioned. If it is an A4 or Letter page, ensure it is in landscape orientation. One of the long edges of the document should be touching ReadEasy Evolve's case edge and the shorter right side of the document should be in line with the right side of the ReadEasy Evolve.

If this doesn't help, firstly try sliding the document left slightly before capturing. If this doesn't help, try sliding it right slightly before capturing.

**Solution 2:** If your document is larger than A4 or Letter size then relocate the camera in the A3 (Tabloid) capturing position.

**Solution 3:** Is your document thicker than an inch? If so, its corners may be being cut off during capture. Try sliding the document towards you by half an inch.

**PROBLEM: I'm trying to read a bank statement or tabular information but ReadEasy Evolve is reading down the columns rather than across them.**

**Solution:** When capturing tabular information or bank statements, press and hold the capture button until "Capturing as table" is announced. This will force the ReadEasy Evolve to read across the columns.

**PROBLEM: ReadEasy Evolve is inserting strange characters before and after my document.**

**Solution:** Is ReadEasy Evolve sitting on a patterned or wood grain surface? If so, this can sometimes cause it to recognise odd characters before and after your document. With the camera in the A4 position, try using the supplied white contrast mat (more details on page 14) or move the ReadEasy Evolve to a clear surface.

**PROBLEM: ReadEasy Evolve is reading words incorrectly in roughly the same location on each page.**

**Solution:** Ensure you are not capturing a glossy document with ReadEasy Evolve's lights on. Please see page 15, 'Lighting on / off' for details on how to turn the lights on and off.

**PROBLEM: ReadEasy Evolve is telling me the camera is not connected.**

**Solution 1:** Ensure the camera is correctly located into your required slot (A4 or A3) on top of the machine. For more information, please see 'Plugging in the camera' on page 10.

**Solution 2:** Turn off the ReadEasy Evolve, if it is on, disconnect the camera, and then disconnect the power cable going into the back of the ReadEasy Evolve. Leave the unit unplugged for 10 minutes. Then, re-

connect the power cable, locate the camera into its socket, and turn the ReadEasy Evolve back on.

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 24 months from the date of purchase. If you have any issues with the product and you did not purchase directly from VisionAid International then please contact your retailer in the first instance.

For all returns and repairs contact your authorised distributor.



This product is CE marked and fully complies with all applicable EU legislation.



The WEEE logo on the product or its box indicates that this product must not be disposed of or dumped with your other household waste. You are liable to dispose of all your electronic or electrical waste equipment by relocating over to the specified collection point for recycling of such hazardous waste. Isolated collection and proper recovery of your electronic and electrical waste equipment at the time of disposal will help conserve natural resources. Moreover, proper recycling of the electronic and electrical waste equipment will ensure the safety of human health and the environment. For more information about electronic and electrical waste equipment disposal, recovery, and collection points, please contact your local authority, household waste disposal service, shop from where you purchased the equipment, or VisionAid International Ltd.

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## Appendix A: Technical Information

<b>General information</b>	
Footprint (WxD)	220 x 110 mm 8.7 x 4.3 inches
Unit dimensions (camera detached) (WxDxH)	220 x 110 x 205 mm 8.7 x 4.3 x 8.1 inches
Unit dimensions (camera attached) (WxDxH) (footprint remains unchanged)	220 x 280 x 370 mm 8.7 x 11 x 14.6 inches
Weight:	2.0 kg (4.4 lbs)
Camera:	Auto-focus, high resolution
Headphone connection:	3.5 mm stereo jack

<b>Operating conditions</b>	
Relative Humidity:	<70%, no condensation
Temperature:	10 to 35 °C

<b>Storage and transport conditions</b>	
Relative humidity:	<95%, no condensation
Temperature:	-10 °C to 50 °C