

# 

# OrCam MyEye Smart and MyEye Pro (HT397 and HT375)

Thank you for purchasing from RNIB. In the unlikely event the item is unsuitable, please contact us within 14 days of receipt to obtain your returns number. To ensure your return goes smoothly, the item and all components must be in as new condition and packed in its original, undamaged packaging. For further details and guidance on returning faulty items, please see the Terms and conditions of sale and how to contact RNIB sections of this instruction manual.

Please retain these instructions for future reference. These instructions are also available in other formats.

**Contents**

[Special warning 3](#_Toc138865076)

[General description 3](#_Toc138865077)

[Items supplied with OrCam MyEye Pro or MyEye Smart 4](#_Toc138865078)

[Orientation 4](#_Toc138865079)

[Controls 4](#_Toc138865080)

[Assembling the Orcam device 5](#_Toc138865081)

[Attaching the mount to the eyeglasses 5](#_Toc138865082)

[Using the product 6](#_Toc138865083)

[Initial charging of the OrCam device 6](#_Toc138865084)

[Turning the OrCam device On or Off and Suspending 6](#_Toc138865085)

[Turning your OrCam device On or Off 6](#_Toc138865086)

[To enter or exit Suspend mode 6](#_Toc138865087)

[Automatic Suspend and Power Off 6](#_Toc138865088)

[Reading and recognising with OrCam 7](#_Toc138865089)

[Gestures 7](#_Toc138865090)

[Beginning to read with OrCam 7](#_Toc138865091)

[Reading with Pointing 7](#_Toc138865092)

[Reading with Automatic Page Recognition 8](#_Toc138865093)

[Touch reading 8](#_Toc138865094)

[Reading with Touch Bar Function 8](#_Toc138865095)

[Reading navigation 8](#_Toc138865096)

[Multi-Language reading 9](#_Toc138865097)

[Face and product learning 9](#_Toc138865098)

[Learn faces 9](#_Toc138865099)

[Recognise learned faces 9](#_Toc138865100)

[Information about new faces 10](#_Toc138865101)

[Notes on facial recognition 10](#_Toc138865102)

[Identify products with barcodes 10](#_Toc138865103)

[Note on barcodes 10](#_Toc138865104)

[Notes on product identification 10](#_Toc138865105)

[Learn products 11](#_Toc138865106)

[Identify banknotes with OrCam 11](#_Toc138865107)

[Notes on banknotes 11](#_Toc138865108)

[Colour detection 12](#_Toc138865109)

[Settings 12](#_Toc138865110)

[Volume 12](#_Toc138865111)

[Telling time and setting the internal clock 12](#_Toc138865112)

[Audio settings menu options 12](#_Toc138865113)

[Software update 13](#_Toc138865114)

[Hints and tips 13](#_Toc138865115)

[OrCam Voice Commands 14](#_Toc138865116)

[Available Voice Commands 14](#_Toc138865117)

[OrCam Please commands 15](#_Toc138865118)

[Reset device 15](#_Toc138865119)

[FCC compliance 16](#_Toc138865120)

[FCC warning 16](#_Toc138865121)

[Safety 17](#_Toc138865122)

[Cleaning 18](#_Toc138865123)

[Power supply information 18](#_Toc138865124)

[How to contact RNIB 19](#_Toc138865125)

[RNIB Technology Team 19](#_Toc138865126)

[Terms and conditions of sale 19](#_Toc138865127)

[Why recycle? 20](#_Toc138865128)

[What is WEEE? 20](#_Toc138865129)

[How are we helping? 20](#_Toc138865130)

## Special warning

These instructions contain details about both the Orcam MyEye Pro and MyEye Smart. Some features are not available on the MyEye Smart. This will be stated throughout the document.

This product is returnable within 14 days of receipt in an “as new” condition in original, undamaged packaging.

In addition to this basic overview of the features and functions of the OrCam devices, more detailed information and advanced setup and operation procedures, in the form of video tutorials, are available on the OrCam website. These are available at: [www.orcam.com/en/online-tutorials/](file:///E:\Retail%20team%20work\product%20instructions\updated%20product%20instructions%202018\www.orcam.com\en\online-tutorials\)

OrCam devices are intended to enhance the day-to-day lives of individuals with visual impairments. They are not substitutes for existing methods or forms of assistance and should not be relied upon in circumstances which are potentially life or health-threatening, or which could lead to financial loss. OrCam devices should especially never be relied upon to drive vehicles or operate heavy machinery of any kind.

Please read the User Guide in full, including the important safety instructions, before using your OrCam device. Do not use your OrCam device until you have completed training by an authorised OrCam Trainer.

OrCam will not be responsible for conditions arising as a result of intentional damage or misuse of the product.

## General description

OrCam MyEye Pro and MyEye Smart are wearable devices that can read text and more (dependent upon model). The products are made up of a unit which mounts onto your existing glasses. The head piece can be attached to a lanyard around your neck even when mounted on to the glasses to prevent any accidental detachment.

When not in use you can simply demagnetise from the side of the glasses and carry on the lanyard, or store in the handy pouch which has been supplied.

## Items supplied with OrCam MyEye Pro or MyEye Smart

1 x OrCam MyEye Pro, or MyEye Smart and charger

One glasses frame with mount

One mount kit with scissors/clippers

One leather carrying case and lanyard.

## Orientation

The OrCam is a single, integrated unit that contains sophisticated computer technology to enable the device to read text, recognise faces, and identify products for you. The unit consists of a rectangular device of three inches long with a camera at one end, and a speaker at the other. When you first receive the OrCam device box, you need to assemble the magnetic camera mount and connect it to your eyeglasses frame.

Turn the device landscape in your hand so that the recessed end which contains the small camera lens is to the right. The top of the device is slightly rounded, and this should be facing upwards.

### Controls

#### Top

* Touch bar
* LED indicator

#### Back

* Magnets that attach to mount
* Power button and LED indicator

#### Right Edge

* Camera
* LED lights for low light situations

#### Left Edge

* Speaker
* Charger port
* Eyelet loop for attaching to lanyard

## Assembling the Orcam device

### Attaching the mount to the eyeglasses

To wear the OrCam MyEye Pro, you need to install a small mount with magnets on a glasses frame. We recommend using thicker frames to better support the device. Choose whether you want to install the mount on the right or left arm of your glasses frame.

To attach the mount, you will require:

* your glasses frame
* your OrCam MyEye Pro, powered off
* the partially-assembled plastic mount
* pair of small scissors (provided in the box).

Follow these steps to assemble on the right arm of the glasses frame, using the partially-assembled mount:

* place the OrCam MyEye Pro on the mount
* insert the right glasses arm through the mount straps, ensuring the tab is towards the back and camera is facing forwards
* align the front end of the OrCam camera with the front of the glasses frame to position the mount correctly on the glasses arm
* remove tab from back side of the mount
* press the mount onto the arm of the glasses frame. Ensure the OrCam MyEye Pro is still parallel to the glasses frame’s arm and that the camera is facing forward
* remove the OrCam MyEye Pro from the mount
* push each strap around arm and through the hole on the mount. pull tightly to secure mount
* carefully cut off the excess strap close to the mount. The mount is now attached to the glasses frame and can be left there permanently. The glasses can be folded with the mount in place.

See [www.orcam.com/en/online-tutorials/](file:///E:\Retail%20team%20work\product%20instructions\updated%20product%20instructions%202018\www.orcam.com\en\online-tutorials\) for a video tutorial to help you attach the mount.

**Note:** if you prefer to attach the OrCam MyEye Pro to the left arm of the glasses frame, the mount tab must face forwards during assembly, to ensure the magnets are properly aligned.

## Using the product

### Initial charging of the OrCam device

Attach the OrCam charger cable to the USB outlet on the left-hand edge of the OrCam MyEye Pro. Plug the charger into an electrical socket. The OrCam MyEye Pro fully charges in 40 minutes. Charge the device when not in use so it is ready when you are. OrCam strongly recommends using only the original OrCam charger provided.

## Turning the OrCam device On or Off and Suspending

### Turning your OrCam device On or Off

To turn the OrCam device on, press the Power button on the back of the OrCam MyEye Pro for about two seconds. The LED light on the inside of the device will turn green. After about one minute you will hear, “OrCam Version 8 is ready. Battery is [this many] percent charged.” If you did not hear the phrase, “OrCam is ready,” or you are not sure that the OrCam MyEye Pro is on, touch the touch bar. If the device is on, you will hear a response.

To turn off your OrCam device, press the Power button once. You will hear “Suspending. Press again to shut down.” Press the Power button again. You will hear, “Shutting down, please wait.” Just before the unit shuts down, you will hear, “Power off. Bye bye.” When you turn the OrCam MyEye Pro on or off, it is recommended to listen to the system messages.

### To enter or exit Suspend mode

To enter Suspend mode, press the Power button once. You will hear, “Suspending. Press again to shut down”, and then “Suspending” as the device enters Suspend mode.

To exit Suspend mode, double tap the touch bar, or press the Power button while the device is horizontal. You will hear, “Waking up. Battery is [this many] percent charged.”

### Automatic Suspend and Power Off

The OrCam MyEye Pro automatically enters Suspend mode after three minutes of inactivity. This time can be adjusted in the setup menu. The OrCam MyEye Pro powers itself off after three hours in Suspend mode.

## Reading and recognising with OrCam

### Gestures

You can activate your OrCam MyEye Pro using simple and intuitive hand gestures.

#### Pointing gesture

OrCam MyEye Pro can recognise text, products, barcodes and banknotes through a simple point of your finger. When the camera sees your fingertip, it knows you want it to read or recognise something.

* Raise the index finger of your hand, with the tip of your finger pointed up and the fingernail facing the camera.
* Extend your arm outward, in front of you, with your finger at eye level, and point at the area you want to read or recognise.
* When the camera detects your finger, you will hear a double-beep.
* Remove your finger away from the camera’s field of view. The camera will take a picture of what it sees and make several beeps as it processes the picture.

#### Stop gesture

Use this gesture when you would like OrCam to stop reading:

* extend your hand in front of your face and cover the text, with the back of your hand facing you and fingers pointing up
* hold your hand in place for one to two seconds.

#### Time gesture

The OrCam MyEye Pro can announce the current time and date. To hear the current time, raise your hand upward with your fist closed and the back of your hand facing you, as if looking at your watch. After a few seconds, OrCam will tell you the current time.

To hear the day of the week and the date in addition to the time, keep your hand in place for a few more seconds.

## Beginning to read with OrCam

### Reading with Pointing

This is useful when reading paragraphs of text. To use this feature first hold the text about 30cm (12 inches) directly in front of your face. Point at the text area you want to read, using the OrCam pointing gesture. When you hear a double beep, remove your finger from the area. The camera will sound as OrCam takes a picture of the text. OrCam will make several beeps as it processes the picture. It will then begin reading the text and chime when done.

### Reading with Automatic Page Recognition

This feature is for hands-free reading. The default setting is off, and you can enable via settings menu. To use the hands-free reading first look directly at the text you want OrCam to read from for a few seconds. The camera will sound as OrCam automatically takes a picture of the text. OrCam will begin reading the text and chime when done.

### Touch reading

This is for reading specific lines of text, such as menus or newspaper headlines. To use first point and hold your finger directly under the text you want to read, using the OrCam pointing gesture, until the OrCam beeps twice. OrCam will start to read from about three lines above your finger. To read a new section, slide your finger up or down to a new spot on the page. The camera will follow your finger to the next section you want to read. OrCam will then double beep and start reading from the new location.

### Reading with Touch Bar Function

When you want to read the whole page, look at the text you want OrCam to read. Touch the bar. You will hear a single beep. The camera will sound as OrCam takes a picture of the text. OrCam will read text and chime when done.

### Reading navigation

You can easily navigate any text using the following:

* to pause reading, double tap the touch bar
* to resume reading, double tap the touch bar
* to skip forward, swipe your finger forward along the touch bar (same as raising volume)
* to skip back, swipe your finger backward along the touch bar (same as lowering volume)
* to stop reading, touch the bar or use the stop gesture
* when OrCam is finished reading, it will make a chime sound.

## Multi-Language reading

You can read text in other languages (dependent on availability in your region). Enter the reading settings menu to enable automatic language detection.

Note: OrCam’s audio instruction messages remain in the device’s original language even if you enable multi-language reading.

## Face and product learning

### Learn faces

Note: this feature is not available on OrCam MyEye Smart .

OrCam can be used to help you identify people more easily. Follow these steps to enable face learning:

* stand about one metre (three feet) from the person you want OrCam to learn and look at their face
* place your finger on the touch bar and keep it there. The device will start making shutter sounds
* ask the person to speak, and tilt or turn their head slowly in different directions. This will help the OrCam record several views of the person to recognise them from different angles
* when you are done, remove your finger from the touch bar
* OrCam will ask you to say the person’s name
* touch the touch bar to confirm or swipe to re-record
* each time OrCam recognises a saved face, it will replay your recording.

### Recognise learned faces

Stand a few feet from the person you want to recognise and look at their face. There are two ways for OrCam to recognise a face:

* manual face recognition: touch the touch bar until you hear a beep followed by a camera sound
* automatic face recognition: keep your head steady as OrCam recognises the person. OrCam will play your recorded name aloud and chime when completed.

### Information about new faces

Follow the instructions for “How to recognise learned faces.” After taking a picture, OrCam will then tell you the number of people in front of you, their general ages and their genders.

### Notes on facial recognition

For best results, make sure to learn one face at a time, in an area with good lighting. If OrCam fails to recognise a previously learned person you can re-learn that face.

## Identify products with barcodes

Note: this feature is not available on OrCam MyEye Smart .

The default setting is disabled. You must enter settings menu to enable this feature.

Hold the barcode 30cm (12 inches) in front of your face. Now activate your OrCam to scan the barcode in one of the following ways:

* manual activation: touch the touch bar and wait for a beep
* automatic barcode identification: look at the barcode for a few seconds
* pointing: point at the barcode until you hear a double beep. Remove your finger from the area.

The camera will sound as OrCam takes a picture of the barcode, and OrCam will announce product information, if available.

### Note on barcodes

Use pointing for barcodes on small objects. Barcode identification is only supported for certain products in specific countries. If a barcode is not available in the pre-loaded database, OrCam will say “unfamiliar barcode.”

## Notes on product identification

OrCam can best identify products between the size of a playing card and a cereal box. OrCam may struggle to identify products with few distinct features, e.g. wallets or fruits. OrCam can learn from one to four product sides. OrCam can only identify learned sides.

### Learn products

The default setting is disabled. Enter settings menu to enable this feature.

Hold the product you wish to learn 30cm (12 inches) in front of your face. Follow these steps to add a product to OrCam’s database:

* look directly at one side of the product. Touch and hold the bar until you hear a beep
* OrCam will say “Start new product learning. Please point at the product three times at different positions”
* point at the centre of one side of the product until you hear a double beep
* remove your finger and wait for the camera sound
* move the product to a different position and repeat the above step twice
* OrCam will tell you when it has learned one side of the product
* to learn another side of the product, repeat the above steps on a new side
* once you have completed learning sides, wait a few seconds to complete product learning
* OrCam will then ask you to record the name of the product after the beep
* after saying the name, touch the bar to confirm the name or swipe the bar to re-record
* each time OrCam identifies the product, it will replay your recording.

## Identify banknotes with OrCam

Note: this feature is not available on OrCam MyEye Smart .

Hold the banknote 30cm (12 inches) in front of your face. Now activate your OrCam to identify the banknote in one of the following ways:

* manual activation: touch the bar and wait for a beep
* automatic banknote identification: look directly at the banknote for a few seconds
* pointing: point at the banknote until you hear a double beep. Remove your finger from the area
* the camera will sound and OrCam will announce the banknote’s value.

### Notes on banknotes

OrCam is programmed to identify your locality’s banknotes. To add other banknotes, follow instructions for Learn Products.

In order to ensure the correct value, you may want to identify the banknote twice.

## Colour detection

Note: this feature is not available on OrCam MyEye Smart .

Your OrCam can detect different colours. To detect colours with OrCam:

* place the coloured surface 30cm (12 inches) in front of your face
* point at the coloured surface using the OrCam pointing gesture until you hear a double beep
* hold your finger in place until OrCam announces the colour.

## Settings

### Volume

To increase volume, swipe your finger forwards on the touch bar. To decrease volume, swipe your finger backwards on the touch bar.

**Note:** OrCam has 10 available volume levels. Your OrCam will announce when you reach the maximum or minimum level.

## Telling time and setting the internal clock

OrCam MyEye Pro can announce the current time and date. (See “Time gesture” for instructions.) This feature is enabled by default. It can be adjusted in the “Gesture settings” sub-menu in the Audio settings menu. To set the internal clock, enter the settings menu, or go to the Time Set page on the website: [**www.orcam.com/timeset.**](http://www.orcam.com/timeset)Read the “OrCam Please Set Time” command on the screen.

## Audio settings menu options

You can customise your OrCam’s settings via the Audio settings menu.

To enter the settings menu, hold the Power button, swipe your finger along the touch bar, and then release the Power button, or use the following OrCam Please command: OrCam please enter user menu.

You can customise the following settings on your OrCam:

* reading language
* reading rate
* volume
* reading settings
* gesture settings
* face settings
* products, barcodes, banknotes, and colours settings
* general settings
* exit.

## Software update

Automatically update the software on your OrCam device over WiFi.

Before you begin, make sure you are in a location with a WiFi network that you can access.

To define your WiFi network:

* on your computer or smartphone, go to [**www.orcam.com/wifiset**](http://www.orcam.com/wifiset)
* follow instructions on the screen to set your WiFi Network
* a QR code will appear on the screen. On your OrCam device: connect the device to the charger
* point to read the OrCam Please command on the screen with your OrCam MyEye Pro. Then hold the device in place to scan the QR code
* OrCam MyEye Pro will chime and make several beeps as it scans the QR code and connects to the WiFi network. It will announce when connected
* Once you have defined your WiFi network, OrCam MyEye Pro will check for software updates every time you connect it to the charger in the area of your WiFi network and automatically install new updates.

## Hints and tips

For best detection ensure that the camera lens is directly facing the text or item, and the lens is not covered or dirty. The camera can only read or recognise text or items in its field of view.

When the camera detects your finger you will hear a double-beep. A high-pitched beep indicates you are pointing at the centre of the camera’s field of view. The beep becomes gradually lower pitched as you approach the margins of the frame.

When reading or recognising, remove your finger from the frame once you hear the beep so that the camera can take a picture.

Make sure you do not move items or texts you would like OrCam to read or recognise while OrCam is taking a picture.

Pointing while walking or pointing at moving items is not advised, as the device may not recognise or read.

To best read with pointing, ensure that your finger is in the middle of the column around one cm or a half-inch below the top of the section you want OrCam to read.

When pointing, many people find it easier to actually touch the text or screen.

For optimal use of automatic page recognition, make sure at least three edges of the page are in the camera’s field of view.

If you are having trouble keeping the text steady, a book holder is recommended.

For further tips on using your OrCam product go to [www.orcam.com/tips](file:///E:\Retail%20team%20work\product%20instructions\updated%20product%20instructions%202018\www.orcam.com\tips)

## OrCam Voice Commands

OrCam voice commands can be used to control your OrCam MyEye Pro, and MyEye Smart to change settings, and receive information more easily. To use them do the following:

* double tap the touch bar. You will hear a long beep
* say the voice command. You will hear a chime
* OrCam will then tell you the information, change the setting, or ask you for more information in order to change the setting.

### Available Voice Commands

The following is a list of current voice commands which you can use with MyEye Pro and MyEye Smart :

* change auto suspend time
* change face repetition time
* change voice
* check internet connectivity
* connect to Bluetooth audio device
* disable auto flash
* enable auto flash
* disable reading navigation
* enable reading navigation
* enter user menu
* read QR code
* disable face recognition
* set face recognition to auto
* set face recognition to manual
* speak faster
* speak slower
* tell all build
* tell battery status
* tell build
* tell date
* tell vocal commands
* tell time.

## OrCam Please commands

The OrCam Please commands provide an alternative method to set some OrCam MyEye Pro settings. When the command has been identified successfully the device will play a distinct tone.

Note: the OrCam MyEye Pro may not read the command, but rather perform the command. The relevant confirmation message will be played.

Available commands can be found on the OrCam website. Visit:

[www.orcam.com/personalization](http://www.orcam.com/personalization)

## Reset device

The following commands will remove all faces or products from the device’s memory, or reset the device to its default factory settings and also remove faces and products from memory. For best results, print this text on an empty page or display alone on a screen.

OrCam please remove all learned faces.

OrCam please remove all learned products.

OrCam please clear user settings.

## FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

* reorient or relocate the receiving antenna
* increase the separation between the equipment and receiver
* connect the equipment to an outlet on a circuit different from that to which the receiver is connected
* consult the dealer or an experienced radio/TV technician.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

* this device may not cause harmful interference
* this device must accept any interference received, including interference that may cause undesired operation.

### FCC warning

Modifications not expressly approved by the manufacturer could void the user authority to operate the equipment under FCC Rules.

NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORISED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER’S AUTHORITY TO OPERATE THE EQUIPMENT

EU Authorized Representative for OrCam:

Medes Limited

5 Beaumont Gate, Shenley Hill, Radlett, Hertfordshire, London WD7

7AR, United Kingdom.

Telephone: +44 20 8123

Applicable Standards.

OrCam MyEye Pro 2 and MyEye Smart 2 meet Annex VII of the medical device Directive 93/42/EEC and 2007/47/EEC and the essential requirements set out in Annex 1.

Applied Standards: EN IEC 60601-1. ETSI EN 301 489-1. ETSI EN 301

489-17. FCC Part 15, Subpart B. IEC/EN 60601-1-6. IEC 62366-1:2015. EN IEC 60601-1-2. EN 62304. RoHS Directive 2011/65/EU. WEEE.

EN ISO 14971:2016. Council Directive 93/42/EEC of 14 June 1993 concerning medical device

## Safety

Before using the OrCam device, read these precautions carefully to avoid dangerous situations and to ensure ideal performance of your device. Handle your OrCam device with care. It can be damaged if dropped, burned, punctured, or crushed. Do not open the device.

The OrCam device is designed to work in ambient temperatures between 0°C and 40°C (32°F and 104°F) and in normal conditions (Relative Humidity of 10% to 90% RH and Atmospheric Pressure of up to 2000m above sea level (700hPa)). The device can be damaged if used outside of this range. Store and transport in a cool, dry place 0°C to 40°C (32°F to 104°F) and Relative Humidity of 5% to 90% and atmospheric pressure of 700hPa to 1060hPa)).

The OrCam device is water resistant but not waterproof. This means the device can withstand light rain or drizzle for short periods of time, although it is not recommended. Do not use the OrCam device in heavy rain, at the beach or swimming pool, or in or near a bathtub or shower. Do not submerge the OrCam device in any liquid. IP Code: IP22.

Should you have a problem operating the OrCam device, if the case or lens is cracked, or if you believe there is something wrong with the device, please contact RNIB and do not attempt to repair it by yourself. Only qualified OrCam personnel may repair or service your device. Unauthorised repairs may void your warranty.

Do not attempt to replace the battery; you may damage it, which could cause overheating and even injury. The battery is designed to last for three years of average use (three charging cycles per week on average) after which it may need to be replaced. Use only the charger supplied with your OrCam device. Using another charger may void your warranty and could cause severe injury.

Do not force a connector into a port or apply excessive pressure to a button. This may cause damage that is not covered under the warranty. If a connector does not insert easily, check for obstructions in the port and verify that you have the correct connector for that port. Do not combine with software, hardware, or other equipment not supplied by OrCam.

Exposing the device to magnetic fields may damage the unit or erase your data.

When using the OrCam device or charging the battery, it is normal for the device to get warm. If the unit becomes excessively hot, leaks, or gives off a burning smell, turn the device off immediately and contact OrCam Support.

OrCam MyEye Pro meets the standard requirements in the US and EU for Class 1 medical devices. OrCam recommends keeping the OrCam MyEye Pro’s magnets at least 6 in. /15cm away from any implantable cardiac equipment. If you have specific questions about use alongside an internal pacemaker and/or defibrillator, please consult your medical professional. Do not use the OrCam device to read medication labeling.

## Cleaning

Clean your device if you feel it is dirty or transferred between users. Never touch the camera lens with your finger. Clean the lens only with the supplied microfibre cloth and eyeglass cleaning fluid. Do not use any abrasive materials. Do not expose the device to chemicals, such as household cleaners, aerosol sprays, solvents, alcohol, or ammonia. If you experience an allergic reaction to any of the elements of the OrCam device contact a medical professional.

## Power supply information

The OrCam MyEye Pro power adapter supports 100-240 V, 50/60 Hz.

## How to contact RNIB

If you have any questions or concerns about your OrCam product, please contact RNIB on:

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: RNIB, Northminster House, Northminster, Peterborough PE1 1YN

Online Shop: shop.rnib.org.uk

Email for international customers: exports@rnib.org.uk

### RNIB Technology Team

Telephone: 0207 391 2280

Email: [tfl@rnib.org.uk](mailto:tfl@rnib.org.uk)

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

\*\*\*

RNIB Enterprises Limited (with registered number 0887094) is a wholly owned trading subsidiary of the Royal National Institute of Blind People ("RNIB"), a charity registered in England and Wales (226227), Scotland (SCO39316) and Isle of Man (1226). RNIB Enterprises Limited covenants all of its taxable profits to RNIB.

CE logo

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



Please do not throw items marked with this symbol in your bin. Recycle your electricals and electronic devices **free** at your local recycling centre. Search for your nearest recycling centre by visiting [www.recyclenow.com](http://www.recyclenow.com).

### Why recycle?

Unwanted electrical equipment is the UK’s fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

RNIB are proud to support your local authority in providing local recycling facilities for electrical equipment.

To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.

### What is WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items.

### How are we helping?

In the UK, distributors including retailers must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS).

Date: August 2023

© 2019 Royal National Institute of Blind People.