

OrCam User Guide

MyMe

January 2017



ORCAM®

SEE FOR YOURSELF™

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About the OrCam MyMe Device

This document contains a basic overview of the features and functions of the OrCam MyMe device.

What is MyMe?

OrCam MyMe is a wearable device that uses smart artificial vision technology to recognize people. Clip the device onto your shirt, and as you walk around with it, MyMe will notify you of people in your area and load profiles with contextual information.

MyMe communicates with you through your phone, smartwatch or Bluetooth earpiece. The privacy of people around you is left undisturbed as the device does not save any image and does not record any sound.

The MyMe Device

MyMe is a simple device that has one camera, one clip, one Mini-USB port, one LED light and one button. It communicates via Bluetooth and WIFI.

The Button is on the top of the device. A long press will turn the device on and off, and a short press while on will activate “attentive mode”, explained later.

LED Indicator is on the top of the device. The light may be steady or may blink. When the light is green, it indicates that the MyMe device is powered on. When the device is blue, MyMe is connected to a mobile phone. A white flash indicates MyMe is taking a picture. A Teal light means the device is in standby mode.

The MyMe App

MyMe has mobile apps available for Android and iPhone. The App is the main place to manage your contacts and your MyMe device settings. To download the app, you need to take part in a beta program and get a personal invite from our developers. Information about MyMe beta programs is available at MyMe-Labs.OrCam.com

Hardware Requirements:

- To operate the MyMe device you must use a smartphone running:
 - Android 5 and above
 - iOS 9 and above.
- A Mobile data plan and/or WIFI connection is recommended to access the MyMe's full recognition capabilities.

Package

Each MyMe comes packaged with:

- A standard USB to Mini-USB charging cable, which you can use to charge the device
- A microfiber cloth, to clean the lens if it gets dirty or performs poorly.

Getting Started With MyMe

First Steps

Follow these simple steps to active MyMe for the first time:

- Turn the MyMe device with a long press on the button on top of the device. Wait until the light turns Green.
- Connect your app with MyMe: Start the MyMe app on Android or iPhone and go into “settings” (circle, top left corner). Click “Scan & Pair”. Choose your MyMe device from the list. Wait for the device light to turn Blue.
- Clip the MyMe device on your shirt with the camera facing forward.

That’s it! Now as you walk around, you will get notified of people MyMe recognizes and suggestions as to who they may be. You can save people and edit their name and details to better recognize them next time.

Wearing MyMe

MyMe is designed to be clipped on your shirt or necklack at chest or neck level, camera facing forwards and unobstructed. You can wear your MyMe at any angle, but it operates best when it’s either fully vertical or horizontal.

Enhance Your MyMe Experience

You can get more out of MyMe by pairing it with the following accessories:

- Smartwatches (Android, WatchOS): get notifications on the go.
- Bluetooth Earpieces: let MyMe whisper in your ear.

Recognizing People with MyMe

With The Mobile App

MyMe's Mobile App is the main way to recognize people. People you recognize will show up on the main screen, in what we call "interactions".

- Click interaction cards to see more details about a person, like their company, hobbies, or the last time you met them.
- People you recognize for the first time will be unnamed – click on their interaction card to name them, and add other details that will help you can recognize them the next time you meet.
- You can save interactions to your personal contact list. To do this, Click the three dots in the upper right corner of an interaction card, and click "add to contacts"
- Click "Bad Recognition" to change a person's details and see new suggestions for other people they might be.

With Mobile Notifications Leave your MyMe app running in the background to get notifications recognizing people you meet, without needing to have the full app open.

On Your Smartwatch With a smartwatch, you get all the functionality of notifications. In addition, you can save a person's name using your voice.

With A Bluetooth Earpiece Pair your MyMe app with a Bluetooth earpiece, and MyMe will whisper people's names in your ear as you approach them.

Attentive Mode & Standby Mode

Attentive Mode

You can ask the MyMe to pay more attention and enter a “Turbo” recognition mode so it recognizes a person faster.

There are 3 ways to get into attentive mode:

1. **Physically** lightly tap or click the MyMe wearable device.
2. **From the mobile app** - In the interaction screen, pull up as if you're asking it to load more faces. MyMe will go into attentive mode.
3. **From a smartwatch** glance at your watch to go into attentive mode.

You can recognize the MyMe is in Attentive Mode because its light will be blinking faster.

Standby mode

To save battery, MyMe sometimes goes to Standby mode.

This can happen when:

- The MyMe device is lying face-up for a while, like when it's lying on a table.
- The MyMe camera is obstructed or in very dark lighting and not enough light is getting in.

You can recognize standby mode by the MyMe light turning teal.

Get out of Standby Mode by

Instructions For Beta Testers

MyMe runs several exclusive programs for beta testers. Testers who fit test criteria get the opportunity to walk around with a free MyMe device for 2 months, in exchange for feedback about the device, and sharing usage data.

Completing the Beta Program

You've completed the beta program once you've:

1. Used the device a minimum of 100 hours, AND
2. Recognized and saved at least 100 different people/faces.

Questions, Feedback, And Reporting Bugs

Beta testers are encouraged to ask as many questions and share as much feedback as possible about the device. To contact us, use the live chat bubble on the bottom right corner at [MyMe-labs.orcham.com](https://myme-labs.orcham.com).

MyMe Labs support team will either respond live or get back to you as soon as they see the message.

WIFI Uploads Every Night

Participants in the beta program are required to share their data with OrCam after every night after use, via WIFI Upload. To set up your WIFI for the first time, go to settings in the mobile app, WIFI settings, choose your WIFI network and set a password.

Then, every night, just plug the MyMe to a power outlet, and give the MyMe button a long press until the LED light turns red. The LED will start blinking white, indicating the device is uploading data.

Beta App Installation & Update

Installing The MyMe Beta App

Upon receiving an invitation to download the MyMe app in your email, click the installation button and follow the instructions.

1. First, download and install the “Beta” (Android) or “Hockeyapp” app on your device to be able to access beta app updates.
2. Once Installed, Launch Beta or Hockeyapp, sign up to the service with the same email you got your invite to, and download the MyMe app.
3. If prompted, give both apps all the permission they require.

Note: On iOS only, you may be asked to add OrCam as a trusted developer. Go to Settings – General – Profiles & Device Management, choose “OrCam Technologies” – Click “Trust”, and continue with your installation of the MyMe App.

- Once installed, it's recommended to add MyMe icon to your home screen. Do this by finding MyMe in the application screen, pressing it for a few seconds, and then dragging it to your home screen.
- On iOS, you can enable the MyMe widget to see information at a glance. Do this by swiping left to the widget screen, scrolling down to the bottom and clicking “edit”, Find MyMe and press +. To bring the MyMe widget to the top, long press the 3 horizontal lines to the right to drag it up.

Receiving Upgrades To Your Apps & Devices

As new versions of OrCam software become available, you may receive an invitation to upgrade your app or coordinate a meeting to receive a new device. Here are a few guidelines:

Warning!

1. Upgrading to a new version **may delete all the data you've collected so far**, including your contacts and photos, and you will have start again. Before upgrading, consider if this is something you're willing to do.
2. If an upgrade includes a new device, **never update your app before the new device is in your hands** and working. New apps do not always work with old devices.
3. **Always uninstall your last version before installing a new one.** Especially in Android, if you install on top of your old version – the new one may not work.

Installing An Update

- Uninstall your current version of the MyMe App.
- Open your email invite or Beta/Hockeyapp and click the “download” button to download the new version.
- Install the new version once downloaded.

Troubleshooting

For any questions or concerns regarding the use of the OrCam device, please do not hesitate to send a live chat message to our customer support team at [MyMe-Labs.orcam.com](https://my-me-labs.orcam.com)

Frequent Questions and Answers

Can't find MyMe Device in the Bluetooth Connect screen.

Make sure your Bluetooth, Location and WIFI are enabled. Make sure the app has permissions to access these services.

A face was not recognized

Try Attentive mode. Try moving around for different lighting conditions – if it's too dark or the person has a strong light behind them, it may interfere with recognition. Try getting closer if you think they may be too far away. Stay a bit longer – MyMe needs a few seconds to recognize a person. Try cleaning your lens with a microfiber cloth.

WIFI Upload Doesn't Work

Make sure the device is turned on. Make sure MyMe is connected to a power source and to WIFI. Then, Turn the MyMe off until the light turns red. If it works, the MyME LED indicator should blink white. To set up your WIFI for the first time, Go to the settings menu, choose WIFI settings, choose your WIFI network and put in the password. The device will indicate if it's connected.

Problems With New App Version

Try uninstalling your app, then install the new version again.

Renaming a Person After They've Been Saved

In the Interaction screen, click "Bad Recognition" to change a contact's name or details after they've been saved.

Cleaning & Care

Cleaning the OrCam MyMe

Clean only if you feel it is dirty or if you have noticed a drop in performance. Never touch the camera lens with your finger or any item that might transfer oil onto the glass. Clean the lens only with the supplied microfiber cloth and eyeglass cleaning fluid. Do not use any abrasive material.

Charging your MyMe Device:

1. Attach the supplied charger or any USB to Mini-USB Cable to the MyMe.
2. Plug the charger into an electric socket or other power source.



END-USER TERMS AND CONDITIONS

These Terms and Conditions govern your use of your OrCam MyMe device (the "Product"). Your agreement to these Terms and Conditions is a condition to your use of the Product.

Please read the User Guide in full, including the important safety Instructions, BEFORE using your OrCam MyMe device. **DO NOT use your MyMe device until you have been briefed by a member of the OrCam MyMe team.**

INTELLECTUAL PROPERTY; LICENSE GRANT; UPGRADES

Customer acknowledges and agrees that OrCam owns all rights, title and interest in and to any intellectual property rights, patents, know-how, trade secrets, trademarks, trade names, copyright and other proprietary rights, whether registered or not, owned and/or otherwise utilized in, by, or in connection with, its Products, related documentation and all goodwill related thereto (the "IP Rights"). Customer acknowledges and agrees that the IP Rights may not be exploited, reproduced, or used by Customer except as expressly permitted in these Terms and Conditions.

Subject to the terms and conditions in this Agreement, Customer is hereby granted a non-exclusive, non-transferable, limited license to use the software embedded in the Product or other IP Rights solely as part of the OrCam MyMe device and for personal (not commercial) use. Customer does not acquire any ownership or intellectual property rights in the software. The software and any audio output shall not be used in a manner which is obscene, offensive, defamatory or violates any third party rights or privacy. Any rights not expressly granted to Customer hereunder are reserved to OrCam and/or its licensors. Any audio output shall not be distributed as part of applications, materials or multimedia works or otherwise be provided to a third party. Customer agrees, to the extent such prohibition is permitted by applicable law, not to decompile, disassemble, reverse engineer or otherwise attempt to reconstruct or discover the source code, algorithms or process flows of any element of the Product or otherwise attempt to defeat any security measures in the software. Customer agrees not to assign, sublicense, lease, rent, loan, transfer, disclose, or otherwise make available such software, or remove proprietary notices on Product or any

documentation provided by OrCam. Customer shall be responsible for backing up any data or databases.

Customer shall not alter or interfere in any way with the Product or make any technical changes, additions or substitute replacements in the Product or take any other action to the detriment of OrCam's IP Rights in such. OrCam shall be entitled to make periodic upgrades to the Product as it deems necessary. Customer shall fully cooperate with OrCam in making such upgrades and any effort to prevent such upgrades shall be deemed a fundamental breach of this Agreement. Such upgrades shall be covered by these license terms.

COLLECTION OF INFORMATION; PRIVACY POLICY

OrCam will only collect information that was recorded in a device with Customer's consent and solely for purposes of providing service and support to Customer.

LIMITATION OF LIABILITY

OrCam will not be liable to Customer or any other third parties (whether under the laws of contract, torts or otherwise) with respect to the use of, or otherwise in connection with the Product: for any loss or damages, whether direct, indirect, special, punitive, exemplary or consequential; or for any business or financial losses, loss of revenue, income, profits or anticipated savings, loss of contracts or business relationships, loss of reputation or goodwill, or loss or corruption of information or data or other intangibles, delay or inability to make use of the Product.

These limitations of liability apply even if OrCam has been expressly advised by Customer of the potential loss. Nothing in these Terms and Conditions shall operate to exclude or limit any liability which cannot be excluded or limited under applicable law. OrCam's total liability with respect to any of these results shall be limited to the amount paid by Customer for such Product.

OrCam can take no responsibility if the Product was used other than in accordance with the instructions in the User Guide. Products 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. OrCam shall not be responsible in the event that Products are used in such situations.

FORCE MAJEURE

Neither Party shall be liable for any loss or damage of any nature incurred as a result of any failures or delays in performance (other than payment obligations) due to any cause or circumstances beyond its reasonable control and without the negligence of the non-performing Party.

GOVERNING LAW, JURISDICTION

These Terms and Conditions shall be governed by and construed under and in accordance with the laws of the State of New York without reference to conflict of laws principles. Any dispute related to or arising from this Agreement shall be subject to the sole and exclusive jurisdiction of the state or federal Courts sitting in New York, New York and both parties hereby consent to such jurisdiction and venue.

SEVERABILITY

If any provision of these Terms and Conditions is determined by a court of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable the entire Terms and Conditions but rather the Terms and Conditions shall be construed as if not containing the particular invalid or unenforceable provision and the rights and obligations of the Parties shall be construed and enforced accordingly.

NOTICES

All notices hereunder shall be given in writing.

WAIVER

No delay or failure of any party to exercise any right provided herein shall in any way affect its right to enforce that right or any right under these Terms and Conditions at a later time. No waiver shall be effective unless in writing and signed by the party against whom such waiver is sought to be enforced.

WARRANTY

Customer acknowledges that, other than as explicitly stated herein, OrCam does not make any representations or warranties to Customer regarding the Product, its functions or any images it produces.

The OrCam end-user limited product warranty (the "Limited Warranty") covers the owner of an OrCam product against defects in material or workmanship at the time of its original purchase, for a subsequent period of one (1) year, and for any additional applicable legal warranty period. Original proof of purchase/delivery is required from the owner in order to obtain this coverage.

OrCam will repair or replace, at its discretion, any product that is determined by OrCam to be covered under this Limited Warranty. OrCam will not be responsible for conditions arising as a result of intentional damage or misuse of the product. The owner is responsible for the costs of shipping the product to the location specified by OrCam.

This Limited Warranty is the sole and exclusive warranty applicable to OrCam products. No third party has the authority to make any representation, warranty, or agreement on behalf of OrCam with respect to OrCam products. No warranty of any kind or nature is made by OrCam beyond those expressly stated herein.

In no event shall OrCam be liable for any special, collateral, indirect, punitive, incidental, consequential, or exemplary damages in connection with or arising out of the use of the product.

Without limiting any provisions limiting liability under this agreement, the limited warranty set forth herein will not apply, and the owner will reimburse OrCam for any costs and expenses incurred in the event that:

- (i) The product has been used other than in accordance with the product documentation and terms of use or other written operating instructions provided by OrCam
- (ii) The product has been subject to tampering, misuse, negligence, or accident
- (iii) The product or parts identification labels have been removed or the product has been otherwise altered
- (iv) The product has been opened, modified, repaired, serviced, maintained, or altered by someone other than an authorized OrCam representative

- (v) The product has been combined with software, hardware, or other equipment not supplied by OrCam or not approved in writing by an authorized OrCam representative
- (vi) The product has been intentionally damaged or exposed to water, heat, or high voltage
- (vii) The product has been used by a person who has not received briefing by an OrCam MyMe team member.

Any parts replaced pursuant to this warranty will be under warranty for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer.

If you believe that your product needs warranty support, contact support@orcaml.com. You will need to pay for shipping costs. However, if it is determined that the warranty request is valid, OrCam will pay the total cost of shipping the repaired or replaced product.

ORCAM DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ORCAM DOES NOT WARRANT THAT THE PRODUCT WILL BE ERROR FREE OR "BUG" FREE, WILL OPERATE WITHOUT INTERRUPTION, THAT ANY IMAGES OR SOUNDS PRODUCED BY THE PRODUCT WILL BE ACCURATE OR THAT THE OPERATION OF THE PRODUCT WILL BE SECURE AND HEREBY DISCLAIMS ANY AND ALL LIABILITY ON ACCOUNT THEREOF. THIS SECTION SHALL BE ENFORCEABLE TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW.

Refund policy

If you are not completely satisfied with your OrCam product for any reason whatsoever, you may return it within 30 days of receipt, provided that it has not been damaged through misuse or negligence. OrCam will refund the payment for the device less a five percent (5%) re-stocking fee. Please contact OrCam Support to initiate a return process, and then simply repackage the product and ship it back to the following address:

United States and Canada
OrCam Inc.
99 Jericho Turnpike, Suite 203
Jericho, NY 11753
1.800.713.3741

United Kingdom
OrCam UK
60 Gresham Street, Suite 120
London EC2V 7BB
0800.358.5323

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.

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

CE Compliance - Authorized European Community Representative

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FCC
Compliant



CE
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Restriction of
Hazardous
Substances Directive
Compliant (materials
and components)



Waste Electrical
and Electronic
Equipment Directive
Compliant -
Contact OrCam for
proper disposal



Refer to
User
Instruction
Guide

Safety

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

The MyMe device is designed to work in ambient temperatures between 32° and 104° F (0° and 40° C) 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 (32° to 104° F (0° to 40° C) and Relative Humidity of 5% to 90% and atmospheric pressure of 700hPa to 1060hPa)).

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

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 MyMe device contact a medical professional.

Should you have a problem operating the MyMe device and believe there is something wrong with the device, do not attempt to repair it by yourself. Only qualified OrCam personnel may repair or service your device. Unauthorized 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.

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 MyMe device to magnetic fields may damage the unit or erase your data. When you are using the MyMe device or charging the battery, it is normal for the device to get warm. If the device becomes excessively hot, leaks, or gives off a burning smell, turn the device off immediately and contact OrCam support.

NOTE – Product ambient temperature range when charging is from 0 to 35 degrees Celsius



Welcome to MyMe!
We are pleased to
present you with your
new MyMe device.
MyMe is very intuitive.
All you have to do is
clip it on. See for
yourself.