

Ray Ban Meta and Oakley Meta HSTN Training Guide for Blind and Low Vision Users

Document Outline:

- Product Summary
- Getting Started
 - Initial Setup
 - Essential Controls
 - Advanced Settings
- Voice Commands
 - Activating Voice Commands
 - Basic Voice Commands
 - Adjusting Settings with Voice
- Audio and Accessibility
 - Open-Ear Audio
 - Hearing Aids and Call Answering
 - Detailed Responses
 - Reading Documents and Money
- Hands-Free Help with Be My Eyes
 - How to Use Be My Eyes
- Tips and Best Practices

Disclaimer: This guide is intended for informational purposes only. Specific features and accessibility options may change with software updates. It's recommended to consult the official Meta support documentation and community forums for the most up-to-date information.

Product Summary

The Ray-Ban Meta AI glasses and Oakley Meta HSTN help users with accessibility needs, including those who are blind or have low vision, to navigate the world more easily using built in AI, which can describe objects, text, and their surroundings in real time. Think of them as a helpful friend that gets smarter as you use them. Sometimes, you might not get the right answer the first time you ask for something. It can take a few tries or a more specific question. This guide will show you how to use the glasses and the best ways to get the help you need. This guide provides support for Ray-Ban Meta and Oakley Meta HSTN users. Some of the functionalities may differ on other devices.

Getting Started

Initial Setup

Step 1: Download the app and create an account.

- a. Download and install the Meta AI app on a smartphone (Android or iOS)
- b. Open the app and log in to your Meta account. You can create one using your email, Facebook, or Instagram accounts if you don't have one. A Meta account is required to set up the glasses.
- c. Use your phone's screen reader (like VoiceOver for iPhones or TalkBack for Android) to navigate the Meta AI app and pair the devices.

Step 2: Put glasses in pairing mode

- a. Ensure your glasses are powered on and charged and place the glasses in the case.
- b. Pull the plastic tab from the case, located in between the folded glasses arm and glasses frame, under the nose bridge. You may or may not be able to locate this because it's small and could fall out. Tab removal is not essential for onboarding.
- c. The glasses connect to your phone using Bluetooth. The app will guide you through the Bluetooth pairing process.
- d. Select the device you would like to pair.
- e. Remove the glasses from the case and select, "No case?", even if you have a case.
- f. Press and hold the capture button on the right glasses arm, located at the top, near the hinge (not the tactile logo), for five seconds, and the LED light on the right glasses frame should begin blinding blue. You will hear the glasses make a sound.
- g. Select "Done" to proceed.
- h. Your device should appear. If not, select "Get Support".

Step 3: Complete the setup

- a. During pairing, you may be prompted to accept permissions that enable your device to work, such as Bluetooth. During the Bluetooth pairing request, you will be asked to confirm a code. You can skip this step and select "Pair".
- b. In order for the Meta AI app to pair with your glasses, you will be asked to connect your glasses over Wi-Fi. You may also be prompted to update the software on your glasses. If you are asked, accept the update and leave your glasses in the case during the update process.
- c. At the end of the pairing process, the Meta AI mobile app will tell you to remove the glasses from their case and put them on, and the app will take you on a tour of the various features of the glasses.

Essential Controls

The glasses have a few key physical controls on the temples (the arms). To make it easy, remember this simple rule: the power switch is on the left, and all other key controls are on the right.

- **Power Switch:** This button is on the left temple (the arm that goes over your ear). It's your main button for turning the glasses on and off. You will feel a small, raised, sliding switch near the hinge. Sliding it forward turns the glasses on and sliding it back turns them off. Using a fingernail can provide a tactile way to find the button and press it correctly.
- **Touchpad:** There's a touch-sensitive area on the outside of the right temple, halfway between the frames and your ear. Swiping your finger forward on this area increases the volume, and swiping backward decreases it. Tap once to pause or play audio.
- **Capture Button:** This button is a small, raised button on top of the right temple, near the hinge. It's your main button for taking photos and recording videos. For photos, press once, and you'll hear a shutter sound, indicating the photo has been taken. To start recording a video, press and hold. You will hear a distinct chime to indicate it is recording. Press again to stop recording. Double-tap to switch between the glasses' camera and your phone's camera during a video call. You can also use it to answer or end calls.

Advanced Settings

- a. Change Language and Speaking rate in the Meta AI app
 - a. Meta AI can speak at 0.75x nominal speed to 1.75x. Got to Device Settings. Select Meta AI. Then select Language and Voice.

- b.** Silently invoke “Hey Meta” by tapping and holding on the right temple arm.
- c.** In the Meta AI app, go to Customize Controls, select Touchpad, and then select Meta AI.
- d.** If you want to connect with a volunteer on Be My Eyes, you can skip saying “Hey Meta” and just touch and hold the tap/touchpad area on the right area of the glasses.
- e.** Factory reset glasses
 - a.** Option 1: Using the Meta AI app.
 1. Ensure the glasses are powered on and connected to your phone via the Meta AI app.
 2. Open the Meta AI app and tap the settings icon.
 3. Tap “glasses and privacy”.
 4. Select glasses from the list.
 5. Scroll down and select “factory reset”.
 6. Confirm the reset and wait for the process to complete.
 - b.** Option 2: Using the physical buttons on the glasses.
 1. Turn the glasses on.
 2. Close the right temple arm.
 3. Press the capture button five times quickly until the LED turns solid orange. (This may require some assistance.)
 4. Press and hold the capture button. The LED will start to flash. (This may require some assistance.)
 5. Wait for the LED to cycle through white and green and then turn off, which indicates the factor reset is complete. (This may require some assistance.)
 6. Manually unpair the glasses from your phone’s Bluetooth settings by going to your phone’s Bluetooth menu, find your glasses, and choosing to “forget” or “unpair” the device.
- f.** Repairing WhatsApp
 - i. Updates can cause apps to disconnect from the glasses. When this occurs, the app needs to be reconnected. To repair the connection, following these steps:
 - ii. From the Meta AI mobile app, tap the Eyeglasses icon in the bottom right.
 - iii. Tap on the Setting icon.
 - iv. Tap Communication.
 - v. Tap Connect next to the provider you want to connect.
- b.** Submitting a bug report
 - i.** Option 1: Through the mobile app.

1. From the Meta AI mobile app, tap the list icon on the top left.
 2. Tap settings icon in the bottom left.
 3. Scroll down and tap Help & Support.
 4. Tap Submit a report.
 5. Follow the on-screen instructions to describe the issue and submit the report.
- ii. Option 2: Through the shake phone feature.
1. From the Meta AI mobile app, tap the list icon in the top left.
 2. Tap the Settings icon in the bottom left.
 3. Scroll down and tap Help & Support.
 4. Tap the toggle next to Shake phone to report a problem.
 5. When this feature is turned on, you can shake your mobile phone back and forth to trigger a bug report when the Meta AI app is open.

Voice Commands

Voice commands are the easiest way to control the Meta Glasses without seeing what you're doing. Remember, you must keep the Meta AI app on your phone open when using the glasses.

Activating Voice Commands

- Say the wake phrase: **"Hey Meta."** The glasses will respond with a chime to let you know they're listening. Give your command. To stop the glasses from talking, just say stop.

Basic Voice Commands

- **"Hey Meta, take a photo."** (You'll hear a camera shutter sound to confirm.)
- **"Hey Meta, start recording."** (A chime will sound to indicate the start.)
- **"Hey Meta, stop recording."** (A chime will sound to indicate the end.)
- **"Hey Meta, call [contact name]."** (The glasses will make a call using your paired phone.)
- **"Hey Meta, send a message to (contact name) on WhatsApp."**
- **"Hey Meta, send a voice message to (contact name) on WhatsApp."**
- **"Hey Meta, what's the time?"** (The glasses will speak the current time.)

Adjusting Settings with Voice

- **"Hey Meta, increase volume."**
- **"Hey Meta, decrease volume."**
- **"Hey Meta, check battery."** (The glasses will tell you the battery percentage.)

Audio and Accessibility

Open-Ear Audio

The glasses have built-in speakers that play audio but don't block your ears. This is a crucial safety feature because you can still hear what's going on around you, like traffic or people talking. You can listen to music, podcasts, and navigation directions directly through the glasses.

Hearing Aids and Call Answering

When a call comes in, you may need to select the correct audio device on your phone's screen to ensure the audio goes to your hearing aids instead of the glasses. There is currently no official way to directly pair hearing aids with Meta Glasses.

Detailed Responses

Detailed Responses is an optional feature that provides more descriptive audio feedback about the user's surroundings, like the color of objects, environmental context, and placement of people. This feature can be enabled in the Accessibility settings within the Meta AI app. When enabled, you can simply say, "Hey Meta, describe what I'm seeing" for a more contextual description of the environment.

How to enable Detailed Responses:

- a. Open the Meta AI app.
- b. Tap on the settings icon for your glasses at the top of the screen.
- c. Scroll down and select "Accessibility".
- d. Tap "Detailed Responses" and then select "Enable detailed responses". The button will change from blue to gray to confirm it is active.

What the feature does:

- a. Provides richer descriptions: Instead of just identifying a park, it can describe it as "a well-manicured grassy area" with "walking paths".
- b. Adds environmental context: It can describe the colors, mood, tone, and settings like indoor rooms or outdoor spaces.
- c. Offer more details on objects and people: It can identify objects, signs, people, their placement, and quantity.

Reading Documents and Money

When reading a document, you can take a photo and then ask Meta to read it aloud. To do this, say, "Hey Meta, take a photo." Then, you can ask, "Hey Meta, read the document in the photo." To get the best result, hold your head still and point the camera directly at the document. You may need to ask specific questions, such as, "Hey Meta, read the full page," or "Hey Meta, read from the top to the bottom."

When asking about money, you need to be very specific. The glasses might hear the number '20,' but they won't know if you mean the time, a number of items, or a bill. To help the glasses understand, say, 'Hey Meta, what is the value of the bill I'm holding?' This tells the glasses what you want, and they will give you the correct answer.

Hands-Free Help with Be My Eyes

Meta has partnered with **Be My Eyes**, a free app that connects blind and low-vision people with sighted volunteers for visual assistance. This is a powerful new tool.

How to Use Be My Eyes

1. Download the Apps: Make sure you have both the Meta View and Be My Eyes apps on your phone.
2. Log into Be My Eyes as someone needing visual assistance.
3. Link Accounts: In the Meta View app, go to Settings, then Accessibility, and find the Be My Eyes option. Follow the audio instructions from your phone's screen reader to link your accounts.
4. Voice Command: Once linked, you can call a volunteer using simple voice commands like "Hey Meta, Be My Eyes" or "Hey Meta, call a volunteer with Be My Eyes." The volunteer will see through the camera on your glasses and provide audible help.
5. How to use Be My Eyes if you have more than one pair of AI glasses:
 - a. For Android phones:
 - i. If you have multiple glasses paired with the Meta AI app and connected to Be My Eyes, only the most recently paired and connected glasses will work with Be My Eyes.
 - b. For iOS phones:
 - i. If you have multiple glasses with the Meta AI app and connected to Be My Eyes, voice commands will be accepted on the device that most recently had the hinges open. If you are conducting a call starting from the Be My Eyes, make sure to start a call first and then open the hinges on the glasses you want to use. During the call, you can switch between the glasses by closing the hinges on the first pair and then opening the second pair. You should only have hinges open on the glasses you wish to use.
 - ii. Make sure you have your phone's call audio routing set to automatic. You can find this setting by going to the accessibility section in your iPhone's setting app.
6. Important Tip on Head Positioning: Your photos and video calls will be what your glasses "see." To get the best results, you must point your head directly at what you want to capture or show the volunteer. The camera is located on the left, front of the glasses, at the top most corner. It is small circle about 3mm (smaller than your pinky) and has a ridge. If you're holding something, it's helpful to tilt your head down to capture it. The photos you take are saved to the Meta View app on your phone.
7. Toggling Cameras: You can double-tap the Capture Button to switch between your glasses camera and your phone camera during a video call. This is helpful when you need to show the volunteer a document or a small object you are holding.

Tips and Best Practices

- Practice in a Quiet Area: Start using voice commands in a quiet space. This helps the glasses learn your voice and helps you get comfortable with the commands.
- Customize in the App: Use the Meta View app on your phone to change voice command settings and review your recordings.
- Tell Meta about yourself. Ask the glasses to remember things about you. For example, say "Hey Meta, always remember that I am blind. Please give me a detailed description when I request one."
- Join the Community: Look for online forums and social media groups for Meta Glasses users. You may find other blind or low-vision users who have discovered new tricks and tips.
- Stay Updated: Regularly check for software updates for your glasses and the Meta View app. Updates often include new features and better accessibility.