

Envision Ally

Ally's Guide



An extensive guide for Envision Ally users.
Find out how to download and install the Envision Ally app and offer assistance to
Envision Glasses users, **Envisioners**, through a video call.



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1. Thanks for being an Ally!



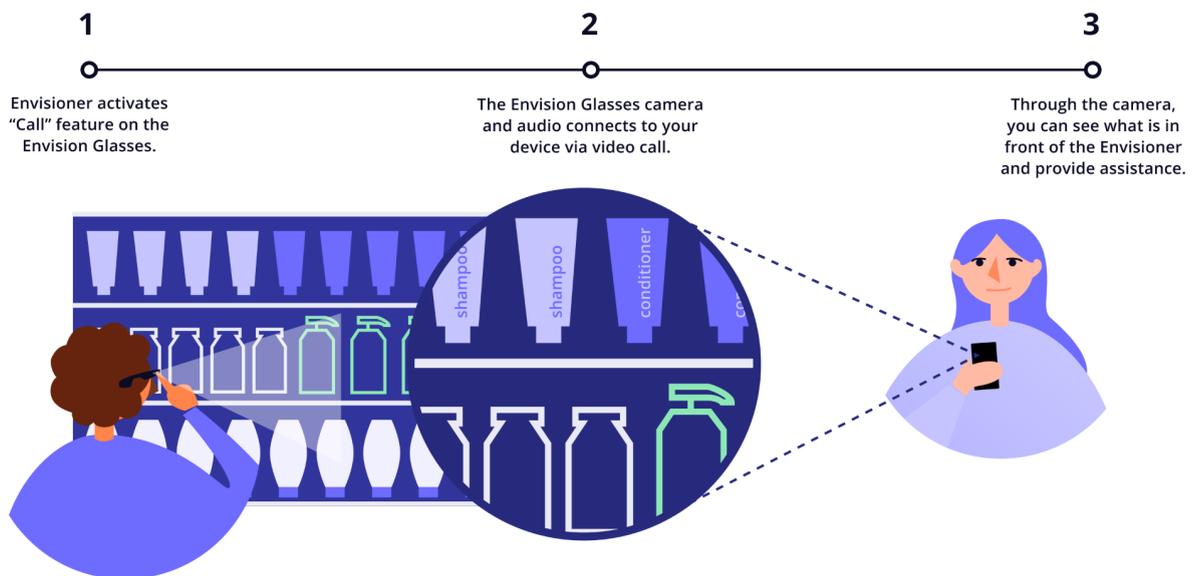
First of all, we would like to thank you sincerely for being an Ally! You are partly the reason why the Envision Glasses are such a success. As an Ally, you empower friends, family and others with a visual impairment by facilitating their independence.

2. What is the Envision Ally app?

The Envision Ally app is a stand-alone app that connects you with Envisioners through a video call. It is available in the App Store (iOS) and Playstore (Android).

When an Envisioner, a user of the Envision Glasses, is confronted with a task or situation in which additional visual information could be useful, they can reach out to you for assistance.

The Envisioner activates the 'Call' feature on the Envision Glasses, afterwards the Envision Glasses camera and audio connects to your phone via a video call. Through the camera, as an Ally, you can see what is in front of the Envisioner and provide assistance.



With your help, a range of tasks can be made more accessible, from navigating new environments to picking out a colour-coordinated outfit.

The camera on the Envision Glasses is positioned in a way that enables you to see what the Envisioner is looking at, allowing you to guide them effectively without them having to hold a phone.

With the Envision Ally app, you are just one swipe away from helping Envisioners to perform daily tasks independently, thereby increasing the quality of their lives.

3. Downloading and installing the Ally app

The Envision Ally app is available in the App Store (iOS) and Playstore (Android) and is free. The Envision Ally app was designed purely for the purpose of receiving calls from Envisioners and is separate from the main Envision app.

3.1 Envision Ally on Android

To install the Ally app on Android, follow these steps:

1. Navigate to the PlayStore icon on your phone
2. Tap on the PlayStore.
3. Tap on the search tab, located at the top of your screen.
4. Type 'Envision Ally' into the search box and tap 'Enter'.

After you search for the Envision Ally app, you will be presented with a list of apps that match (or come close to matching) what you searched for. The Envision Ally app will be the first option. Once you are on this search results page, complete the following steps:

1. Swipe through the results and look for Envision Ally from Envision Technologies B.V.
2. Tap the 'Install' button and authenticate your purchase (the app is free).
3. Tap the 'Download' button.
4. That's it, you've successfully downloaded the Envision Ally app!

3.2 Envision Ally on iOS

To install the Ally app on iOS, complete the following steps:

1. Navigate to the App Store icon on your phone.
2. Tap on the App Store.
3. Tap on the search tab, located in the bottom right corner of the screen.
4. Type 'Envision Ally' into the search box and tap the 'Enter' key.

Once you are on this search results page, complete the following steps:

1. Swipe through the results and look for Envision Ally from Envision Technologies B.V.
2. Tap the 'Download' button and authenticate your purchase.
3. That's it, you've successfully downloaded the Envision Ally app!

4. Getting started

In Chapter 3 we explained how to install the Envision Ally app. In this chapter it's time for you to create an account!

4.1 Creating your account

Follow the steps below to activate your account and start your Ally journey:

1. Sign up with Apple, Google or with your personal email.
2. After you sign up, you will be asked to allow access to the microphone and notifications. Make sure to allow each of these settings.
3. You will now be on the Envision Ally dashboard where you can see your name and email address.

4.2 Becoming an Ally

Now that you have installed the Envision Ally app and you have an account, it's time to actually become an Ally for an Envisioner.

There are two methods for you to become an Ally. The first method is to share a link with your Envisioner. The second method is by sharing your email with an Envisioner and have them add you as an Ally.

4.2.1 Sharing a link

Complete the following steps:

1. Go to the 'Envisioners' tab on the app.
2. Tap on the '+'-icon (plus icon).
3. Share the link with your Envisioner via Whatsapp, email, text message or various other methods of communication.
4. Once you have selected your communication channel, click on the contact that you wish to add, then click 'Send'.
5. The Envisioner will need to click on the link that you sent. This will open the Envision app and automatically have you added as an Ally that they can make a video call to.
6. You've officially become an Ally for the Envisioner!

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4.2.3 How the Envisioner can add you as an Ally in the Envision app

This chapter explains for the Envision Glasses user (Envisioner) how to add you as an Ally using the Envision app.

1. Open the Envision app.
2. Go to the 'Glasses' tab.
3. Go to 'Feature Preferences'.
4. Go to 'Envision Ally'.
5. Tap on the 'Add an Ally' button.
6. Enter the email address of the Ally that you want to add. This email address is shown in their dashboard on the Envision Ally app.
7. Tap on 'Send Request'.
8. You will get a pop-up notification stating that the 'Ally is added successfully'.

5. Tips on optimizing video calls

5.1 Audio quality

Sometimes when an Envisioner calls you while they are out and about, things may be a bit noisy in the background. Or perhaps, you may be in a crowded environment. Background noise may interfere with the audio quality, making it difficult for you and the Envisioner to hear each other well and communicate properly. However, there are some things that both of you can do to optimize the audio.

Tip 1: As an Ally, it is important to find a place with no background noise and where you know you will not be disturbed or interrupted. This way, the Envisioner will be able to hear you more clearly and you can guide them most effectively.

Tip 2: On the Envisioner's end, using earphones with a microphone can improve the audio quality of the call. This is particularly the case when they are outside, especially in environments with a lot of background noise.

5.2 Connectivity

In order to avoid connectivity issues during your call with an Envisioner, keep the following things in mind.

Tip 1: Make sure that you are connected to a stable internet connection.

Tip 2: Be aware of the connection during the call. This means that whenever the connection seems compromised (video or audio is lagging), inform the Envisioner about it.

Tip 3: Make sure that your phone is not in 'Power Saving Mode' (on Android) or 'Low Power Mode' (on iOS). Especially not when using a hotspot connection, as this could result in lower quality of the video for the Ally.

Tip 4: Always choose the best connection available, whether that is using 4G/5G on a hotspot or Wi-Fi when you're at home.

6. Assisting an Envisioner

As an Ally, use your own judgement to assess the Envisioner's needs when it comes to offering assistance. Before making a call, you should already know how the Envisioner would like to be guided. We advise you to first try this at home.

6.1 Communication

Blind or low vision individuals require you to guide them using communication in a slightly different way than you would with a sighted person. A few communication tips are listed below:

6.1.1 Language to use

1. Use clear and concise language.
2. In dangerous situations say STOP instead of LOOK OUT.
3. Try to describe everything in the Envisioner's surroundings, and warn them of obstacles such as tree branches, road blocks, cars, etc.

6.1.2 Giving directions

1. Give specific directions, such as 'The crossing is about five meters to your right', as opposed to 'The crossing is over there'.
2. Include details in your description of the Envisioners' surroundings, such as colors, shapes and landmarks.
3. When specifying which way to look or walk, make sure you are referring to the Envisioner's left or right, not yours.
4. While guiding the Envisioner on which way to walk, use the numbers on a clock as an indication of the direction you want them to go in. For instance if you want them to walk straight ahead, say '12 o'clock', or if you want them to take a right, say '3 o'clock'. (Do discuss with your Ally this beforehand to do it in this way).

Note: Use your own judgement to determine how an Envisioner would prefer to be guided. For instance, some people do not need detailed descriptions of their surroundings, and some people may use an alternative method for directions, for instance "south-west" or "90°".

6.2 Special Situations

6.2.1 Elevators

Keep in mind that when an Envisioner is entering an elevator the connection might drop. Before they enter, make sure to warn them that the connection may drop. However, once they come back out of the elevator, the connection should return.

6.2.2 Basements

Similarly, when a user enters a basement or any other building with poor signal, the connection may drop. Again, make sure to warn the Envisioner about this.

6.2.3 Doorways

When an Envisioner encounters a doorway, ensure that they are on the hinged side of the door. As they get closer to it, explain which way it opens.

6.2.4 Staircase

When an Envisioner encounters a step or a staircase, first let them know whether they go up or down. Let them know once they have reached the top or bottom of the staircase.

Disclaimer: The Envision Ally app is meant to connect blind and visually impaired people with those who can provide assistance. Please use your own discretion when assessing appropriate situations for use of the Ally app.

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