



{CyberTimez}

Cyber Eyez

User Guide

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Introduction

Welcome to the Cyber Eyez family! We are thrilled that you have chosen the best software in the world and want to make sure your experience is excellent. This guide will help provide information for Cyber Eyez along with general hints for the Cyber Eyez application. Please remember that Cyber Timez believes strongly that we should always be “In the Service of Others,” so at anytime you feel frustrated or overwhelmed we strongly suggest contacting the [Help Desk](#).

We Want Your Feedback

Cyber Eyez is developed in cooperation with the low vision and blind community with constant feedback from our Cyber Eyez family. At any time, please feel free to reach out to us via email at support@cybertimez.com or by phone at (202) 827-6883 to offer insights, suggestions or requests for improvements or new features. Remember, if it would help you, it will help someone else too!

Getting Help

Every Cyber Eyez license includes free support and free updates for life! Use it!

Training Classes

Cyber Eyez online training is always free with your purchase. New to the system or need a refresher? Want to learn all about the latest and greatest features and how to use them? Join us! You can find our training class schedule on our [Facebook Page](#) under the [Events](#) section and on [Eventbrite](#). Registration closes 1 hour prior to each class and is required to attend.

Help Desk

<https://helpdesk.cybertimez.com>

Help Desk Operating Hours

Our Help Desk is open Monday through Friday from 8 AM Eastern to 6 PM Eastern.

Email Support

The Help Desk can be reached by email at support@cybertimez.com.

Phone Support

The Help Desk can be reached by phone at (202) 827-6883 extension 2.

First Time Setup

Cyber Eyez requires some permissions from your phone to run including access to your camera and the storage to save images for processing. The application will prompt you to accept these permissions the first time it is installed.

Cyber Eyez Basics

Cyber Eyez has several modes to enable different types of functionality and new features and functions are being added all the time!

WE HAVE A CLASS! Wearable tech is new and nobody is inherently an expert. That's why we have a class dedicated to getting you started! Want to be know all the ins and outs of your device? Want to make sure you didn't miss an awesome setting somewhere? Let our team teach you how to get the most out of your device by attending our free class. Find all the details on our [Facebook page](#).

Navigating Cyber Eyez

To Navigate Cyber Eyez simply swipe up or down to change the mode.

Changing Modes

To select from the different modes in Cyber Eyez, swipe up or down to scroll through the list of modes. When the mode you want to use is highlighted, stop swiping.

The modes available in Cyber Eyez are:

- Google Offline Text Reader
- Microsoft Online Text Reader
- Google Online Text Reader
- Barcode Mode
- Google Online Object Recognition
- Color Assistant
- Mood Ring Mode

Zooming In

When Cyber Eyez is running, swipe from left to right. By default you can swipe left to right multiple times to magnify at up to a 20X resolution in real time. When you have reached the maximum zoom level you will hear a prompt saying "Maximum Zoom."

You can zoom in while in the following modes:

- Google Offline Text Reader
- Microsoft Online Text Reader
- Google OnlineText Reader
- Barcode Mode
- Google Online Object Recognition
- Color Assistant
- Mood Ring Mode

Zooming Out

When Cyber Eyez is running, swipe from right to left. When you have reached the minimum zoom level you will hear a prompt saying “Minimum Zoom.”

You can zoom out while in the following modes:

- Google Offline Text Reader
- Microsoft Online Text Reader
- Google Online Text Reader
- Barcode Mode
- Google Online Object Recognition
- Color Assistant
- Mood Ring Mode

Snapping Pictures

The following modes require you to take a picture to get results:

- Google Offline Text Reader
- Microsoft Online Text Reader
- Google Online Text Reader

- Barcode Mode
- Google Online Object Recognition
- Color Assistant
- Mood Ring Mode

To take a picture, long press on the screen. Think of it as a long “click,” just done with your finger. When the device takes a picture, you will hear a “shutter click” sound effect.

If you’re having trouble getting the device to snap a picture, first make sure you’re touching the pad itself when tapping. Second, lift your finger off the pad for a second or so and then lightly place it back on the pad. No need to mash it, a long tap will do :).

Some new users will get strange results for object recognition and reading assistant even after many tries in different environments. While there is image stabilization enabled, if the whole device is moving it won’t help much. When you are using Cyber Eyez (especially in the beginning) be deliberate when taking your pictures. By deliberate, we mean be patient, line up the frame and tap your finger and try not to shake the device. It takes a little practice, but you will get the hang of it!

Exit Cyber Eyez

To exit Cyber Eyez, click the “home” button on your phone.

Reading Assistant

Cyber Eyez has the most advanced OCR engines in the world! We support hundreds of fonts and many languages! We also know that OCR is the hardest thing Cyber Eyez

family members have to learn and the thing they usually want to do most (after magnification).

WE HAVE A CLASS! OCR is hard. It just is. That's why we have a class dedicated to just Reading Assistant! Want to be an expert? Let our team teach you how to get the most out of your device by attending our free class. Find all the details on our [Facebook page](#).

To read text, simply line up the text you would like to have read and long tap on the swipe pad to snap a picture.

Google Offline Text Reader

With Google Offline Text Reader, once you snap the picture there may be some silence while the image is being processed. Once the text is found and identified, Cyber Eyez will start reading it back to you.

Microsoft Online Text Reader

*Note – This mode requires an Internet connection using either [WiFi](#) (home, public, hotspot, etc.) or a cell/data connection on your smartphone.

We are proud to support the same OCR technology used by Microsoft's Seeing AI app! When using Microsoft Online Text Reader after you snap a picture you will hear "Uploading image, please wait." This process usually only takes seconds, but is dependant on your connection and speed. Our partnership with Microsoft to access the same OCR technology used by Seeing AI is truly life changing! Happy reading!

Google Online Text Reader

*Note - This mode requires an internet connection using either WiFi (home, public, hotspot, etc.) or a cell/data connection on your smartphone.

With Google Online Text Reader you can read not only text, but handwriting samples as well. Simply snap a picture of the text you want to read and listen to the results almost instantaneously.

Troubleshooting OCR

If you're having trouble with the OCR function we first and foremost apologize that you didn't have an excellent experience out of the box. Cyber Eyez is pre-configured to support most lighting and contrast scenarios, but it is impossible to predict every environment. To this end, here are several steps you can try to get better OCR results. If you still get strange results, please see [Getting Help](#) or contact the [Help Desk](#) directly.

No Internet Connection Error

To correct this, please connect your device to the internet and try to upload the image again.

Send It To Us

Last, but certainly not least, if you just can't seem to get a good result we are happy to look and see what is going on. You can plug the device into a pc via the USB cable and it will show up as another drive (a lot like thumb drives). If you navigate through Internal Storage to Pictures you will find the images the OCR engine is working from. Please feel free to send any of those images that you're struggling with to

support@cybertimez.com and we'll take a look to see if we can offer some advice or make updates to Cyber Eyez.

Barcode Mode

*Note – This mode requires an Internet connection using either [WiFi](#) (home, public, hotspot, etc.) or a cell/data connection on your smartphone.

Cyber Eyez identifies millions and millions of products! Why so many? We use Google Shopping as our product lookup engine :). If you can find it on Google, you can find it with Cyber Eyez!

WE HAVE A CLASS! Barcode mode is hard. It just is. That's why we have a class dedicated to just barcode mode! Want to be an expert? Let our team teach you how to get the most out of your device by attending our free class. Find all the details on our [Facebook page](#).

To recognize barcodes, put Cyber Eyez in Barcode Mode, point the camera in the direction of the object(s) you would like processed and long tap the swipe pad. You will hear a camera click sound. Your internet connection speed will affect how quickly the result is returned. If no barcode is found in the image, Cyber Eyez will say, "No barcode found." In this case, try turning the object so a different side is facing the camera and try again.

Object Recognition

Google Online Object Recognition

*Note – This mode requires an Internet connection using either [WiFi](#) (home, public, hotspot, etc.) or a cell/data connection on your smartphone.

To identify objects, long press on the device until you hear the shutter click sound. You will hear a voice prompt saying “Uploading Image...Please Wait.” Depending on your Internet Connection speed this may take as little as a few seconds or much longer. Once the result comes back, the system will begin reading the results to you with confidence scores. For example, if taking a picture of a computer monitor you may hear a result similar to “I found the following objects: 98% Computer Monitor, 90% Display Device, 77% Screen” and more. We encourage you to take as many object pictures as possible as the system that does this recognition is a learning system and will continuously improve with usage.

Troubleshooting Recognize Object Mode

Google Online Object Recognition

There is very little processing going on using the device directly for object recognition with the Google online mode. The only real issue we have experienced is trying to use Recognize Object Mode with no Internet connection. If this happens, you will hear a prompt saying “Network Error” when trying to upload the image. To correct this, please connect your device to either [WiFi](#) or a cell/data connection for your smartphone and try to upload the image again.

Color Assistant

*Note – This mode requires an Internet connection using either [WiFi](#) (home, public, hotspot, etc.) or a cell/data connection on your smartphone.

Cyber Eyez identifies over 1,600 unique colors! Don't worry, we're not going to read them all to you ☺.

To recognize colors, put Cyber Eyez in Color Assistant Mode, point the camera in the direction of the object(s) you would like processed and long tap the device. You will hear a voice prompt saying "Uploading Image...Please Wait." Depending on your Internet Connection speed this may take as little as a few seconds or much longer. Once the result comes back, the system will begin reading the results to you including the unique color name and the color family based on how much of the image each color takes up. For example, if taking a picture of a bright blue shirt you may hear a result similar to "60% Cool Blue Color Family Blue, 25% Sapphire Color Family Blue, 15% Ice Color Family Gray".

Troubleshooting Detect Color Mode

There is very little processing going on using the device directly for color detection. The only real issue we have experience is trying to use Color Assistant Mode with no Internet connection. If this happens, you will hear a prompt saying "Network Error" when trying to upload the image. To correct this, please connect your device to either [WiFi](#) or a cell/data connection on your phone and try to upload the image again.

Mood Ring

*Note – This mode requires an Internet connection using either [WiFi](#) (home, public, hotspot, etc.) or a cell/data connection on your smartphone.

Cyber Eyez supports mood sensing on faces! We can tell you if the faces in the room are Joyful, Angry, Sorrowful or Surprised. We always say we are either saving or destroying marriages all over the planet with this one! But all kidding aside, as hokey as it sounds, this mode is used by visually impaired lawyers in court to determine how their presentations are being received by the judge, witness, jury, etc. Cool, huh?

To identify moods, put Cyber Eyez in Mood Ring Mode, point the camera in the direction of the person(s) you would like processed and long tap the device. You will hear a voice prompt saying “Uploading Image...Please Wait.” Depending on your Internet Connection speed this may take as little as a few seconds or much longer. Once the result comes back, the system will begin reading the results to you with confidence scores for the faces and results for the different moods. For example, if taking a picture of a happy friend you may hear a result similar to “1 Face Detected with 99% confidence, Joyful Very Likely, Angry Very Unlikely, Sorrowful Very Unlikely, Surprised Very Unlikely”. If there are more faces in the image it will read the results and confidence score for each face from left to right.

Troubleshooting Mood Ring Mode

There is very little processing going on using the device directly for mood recognition. The only real issue we have experience is trying to use Mood Ring Mode with no Internet connection. If this happens, you will hear a prompt saying “Network Error”

when trying to upload the image. To correct this, please connect your device to either [WiFi](#) or a cell/data connection for your smartphone and try to upload the image again.