

Envision C Series User Guide



Everything you need to know about Envision model C01

Easy Start!

To turn your MegaVoice Envision on, press and hold the [power button](#) on the back of the player until the “Starting Up...” screen is displayed. Once the [Home Screen](#) is displayed the tablet is ready.

To begin use, make sure the currently selected input source is populated with the [correct folder structure and file types](#).

To turn the tablet off, press the power button again for about 2 seconds. The [power-off dialog](#) will appear with a confirmation slider. Swipe to the right to shut Envision down. ¹

¹Envision may also be shut down or restarted from the [Information Screen](#).



About the Screen

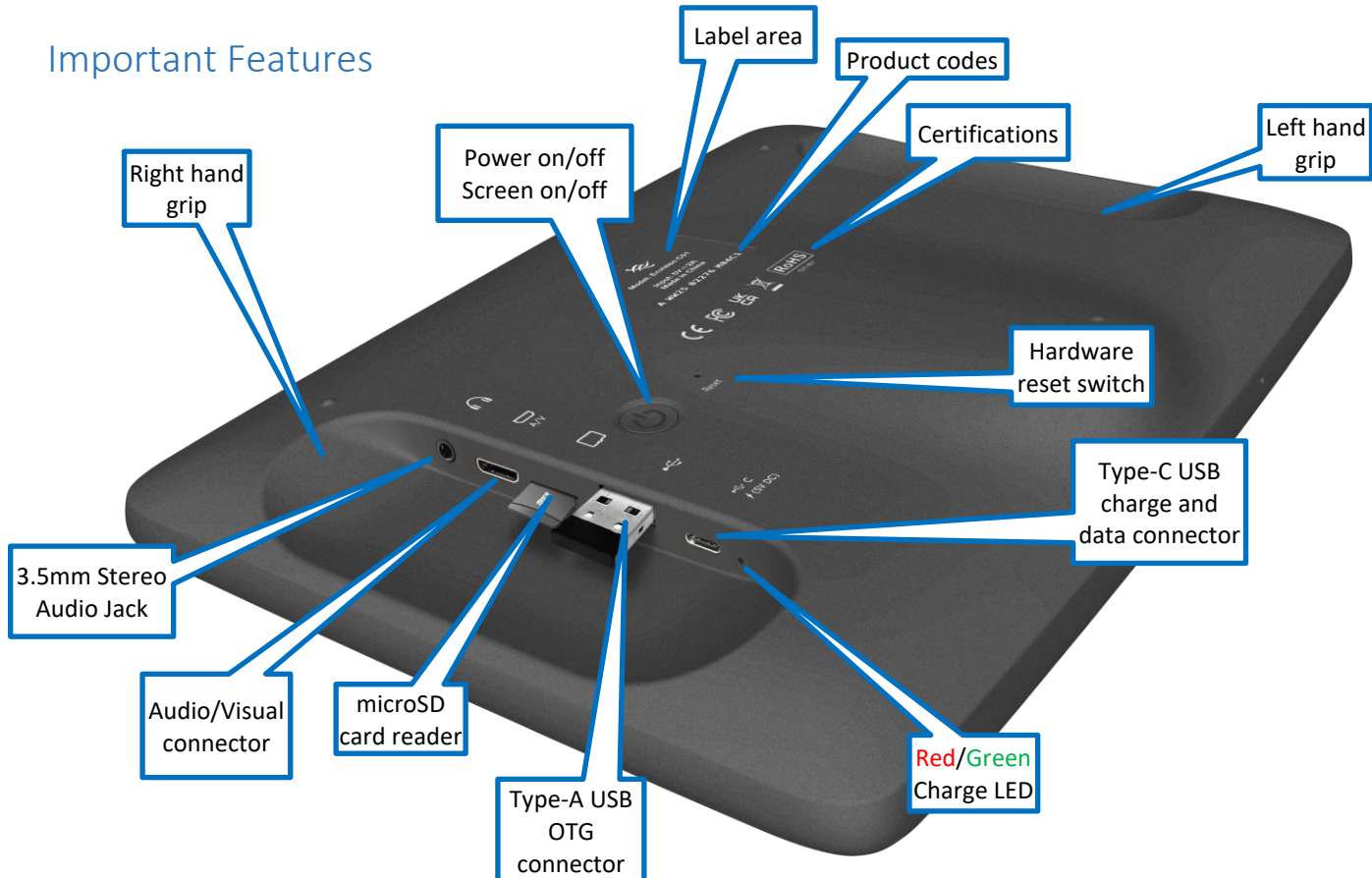
Your Envision includes a 10.1”, 800 x 1280 pixels, IPS touch screen.

- Supported Hand Gestures: Tap; Double-tap; Drag; Swipe; Flick; Pinch, Spread ²
- After 1 minute of inactivity, the screen will time out automatically, but the tablet is still on. ³
- If the screen is still untouched for an additional 10 minutes, and playback inactive, Envision turns itself off.
- At any time during operation, a click on the power button will turn the screen off, but the player is still on and audio output continues. A second click restores the screen. ³
- If the screen is turned off during active playback, the player will remain on as long as playback continues.

²The current screen determines which are available.


³Except when output is to an active [A/V](#) device.

Important Features





Audio/Visual (A/V)

Envision model C01 provides an [A/V connector](#) for output to *most* A/V compliant devices (large monitors, flat-screen TVs, etc.). Use the standard-to-mini A/V cable included with Envision. ¹

When an A/V device is connected, the A/V icon  will appear at the [top of the screen](#) and will automatically connect to the device. Tap this icon to open a menu.

The menu choices are as follows:

-  A/V device (audio/video) + TABLET (video) ²
-  A/V device (audio/video) + TABLET (audio/video) ^{2,3}



The current setting is always the **highlighted** one. Tapping on either option will transfer the audio output to your selection and then close the menu.

¹For devices that provide multiple A/V input connections, make sure it is set to use the correct A/V port.

²Minor cropping of the display edges may occur with some large screen TVs or monitors. Check "[overscan](#)" setting.

³This option causes audio to be output to both the A/V device (if it has speakers) and to Envision's internal speakers concurrently. If both are working, and the sound is not good, try muting the audio from one or the other.

⁴To terminate output to the A/V device, simply disconnect the cable.

Dealing with "overscan"

When Envision is connected to some A/V devices, Smart TVs in particular, there is a possibility that "overscan" will occur. This means that the displayed screen from the Envision on the device will overflow the physical screen dimensions so that some edges (sides, top or bottom) may be truncated.

This issue is called "overscan" and most Smart TVs will have a way to adjust the display to mitigate the problem.

[Please read about it here with suggestions on how to address it on your device:](#)



Example: 1: You're not seeing the whole picture!

Player Storage

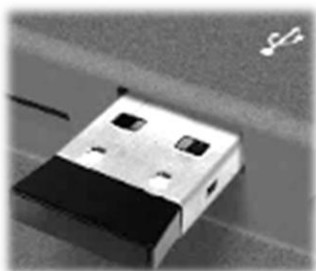
Envision “C” series supports 3 types of accessible storage:

- Internal/fixed
- External/removable microSD
- External/removable Type-A/OTG

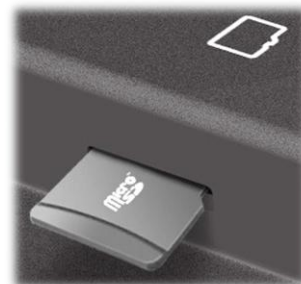
The current input device is user selectable from the [Input Device Selection Screen](#) and remains current until changed² or removed² (external storage only) by the user. For device details and specifications, please see [Input Devices](#).

To connect a microSD card, insert it into the [card reader slot](#) with the brass contacts facing away from you (with the label side up as in the illustration). Gently press the card inwards until it locks in place. To remove¹ the card, use your fingernail and gently press it in until the card releases so you can grasp it.

¹*When removing a card, take care that it does not spring out when released!*



To connect an OTG device, gently insert it into the [Type-A connector](#) next to the microSD card reader slot. It will only fit in correctly when the side with the 2 openings is facing you (per the illustration).



²*To ensure that [bookmarks](#) are saved, please return to the Home Screen before removing either device.*

Player Security/USB Access

The following security settings and USB access are configured for the C01 model:

- Internal Storage³: Encrypted¹ or Unencrypted files accessible *only* by SLS² cable
- External microSD^{3,4}: Encrypted¹ files *only* accessible by Data or SLS cables
- External Type-A/OTG⁵: Encrypted¹ files *only* not directly accessible from the Envision³

Security Options in effect: Internal: SLS Only; Encrypted & Non-Encrypted
External: SLS & Non-SLS; Encrypted only

**From the [Information Screen](#).*

¹[MegaVoice offers a free Windows program that provides this encryption for Envision. You may download it here.](#)
When encrypted files are required, unencrypted files are skipped/ignored by Envision.


²Requires [SLS-V2-A](#) Type-C USB cables. Contact your sales representative for details.

³Due to internal USB limitations, there is different behavior depending on which cable and what devices are in use.
An SLS cable provides access to the Internal Memory as well as a microSD (if present).
A Data-only cable provides access only to the microSD (if present).

There is no direct access to an OTG connected to the Envision. To write contents to an OTG device, it must be connected directly to a computer or USB hub.

Regardless of the cable type, charging also occurs while connected. See [Charging Instructions](#) for details.

⁴For access to the External microSD, please make sure it is present in the [microSD card reader](#) and recognized by the tablet **before** connecting the USB cable.

⁵  Faulty or low-quality OTG devices may cause Envision to lock up when connecting them.

Rules for the Content Folders

- ❖ Within your tablet project folder must be *at least* one of three primary folders:
 - Audio (containing all the audio folders and files).
 - Video (containing all the video folders and files).
 - Image (containing all the image folders and files).
 - Documents (containing all the document folders and files).
 - If any of the primary folders above are empty or missing Envision displays “The folder is empty”.
- ❖ Within the Audio folder may be:
 - Sub-folders containing the related audio files.
 - Or individual audio files.
 - See [Audio File Formats and Specifications](#) for specifics on supported types.
 - If your project folder does not include any audio files, the Audio folder may be empty or omitted.
- ❖ Within the Video folder may be:
 - Sub-folders containing individual video files (i.e. chapter files comprising a full movie).
 - Or individual video files.
 - Because the first screen displayed for Video is the Thumbnail View, which allows for only four items at a time, storing many individual files in the Video folder *may* cause scrolling to be slow. It is therefore recommended to group individual files within separate sub-folders.
 - See [Video File Formats and Specifications](#) for specifics on supported types.
 - If your project folder does not include any video files, the Video folder may be empty or omitted.
- ❖ Within the Image folder may be:
 - Sub-folders containing individual image files.
 - Or individual Image files.
 - See [Image File Formats and Specifications](#) for specifics on supported types.
 - If your project folder does not include any image files, the Image folder may be empty or omitted.
- ❖ Within the Documents folder may be:
 - Sub-folders containing individual document files.
 - Or individual document files.
 - See [Document File Formats and Specifications](#) for specifics on supported types.
 - If your project folder does not include any document files, the Documents folder may be empty or omitted.
- ❖ The names of all audio/video/image/document folders or files may be free-form text but must sort in the order they should be played and displayed.
- ❖ For [external input devices](#), the entire project folder must be encrypted before use in the video player. For details, see [Encrypting the files](#).

❖ General Recommendations:

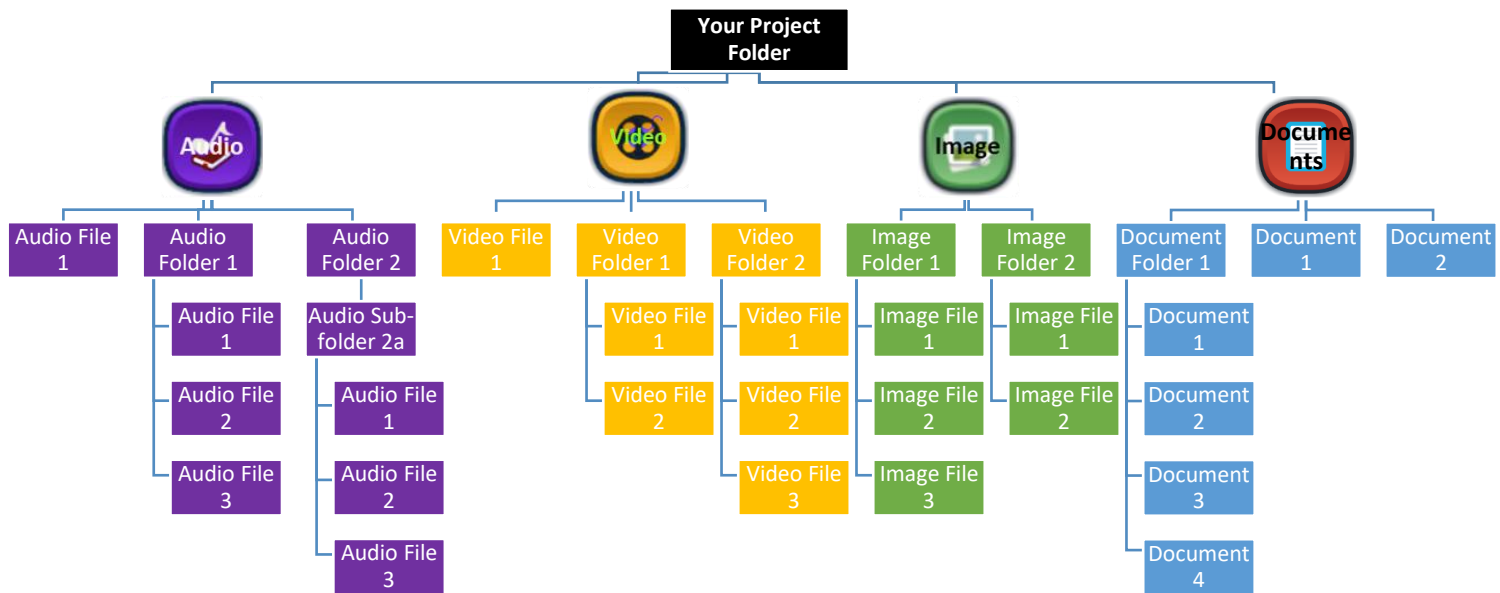
- Group individual files within one or more folders.
- For folder or file names, when there are many, add a numeric prefix to guarantee desired order. Be sure to use enough digits for proper sorting per the number of items.

❖ See the Project Folder Diagram below for structure rules:

Project Folder Diagram

The folder structure for Envision is quite flexible and is the same for all [Input Devices](#). Folders in the root must have the mandatory names of **Audio**, **Video**, **Image** and **Documents** (case is not important). Each of the main folders may contain valid files of that type and/or other folders containing files of that type. Naming for other sub-folders and files within the folders is free text¹ but must sort in the order they should display or play.

¹Envision C supports file names in Arabic, Chinese, English, French, German, Hebrew, Italian, Japanese, Persian, Russian, Spanish, Turkish or Vietnamese text. Files named using any other language may need to be renamed to display correctly or at all.



Supported File Formats

Video File Formats and Specifications

File Extension	Audio Encoding Format	Video Encoding Format	Maximum Resolution	Maximum Bitrate
MKV	MP3	MPEG2	1080P	50Mbps
	MP3	Xvid	1080P	50Mbps
	MP3	Divx	1080P	50Mbps
	MP3	H.264	4K	100Mbps
	AAC	H.264	4K	100Mbps
	AAC	H.265	4K	100Mbps
	OGG	H.264	4K	100Mbps
AVI	MP3	Xvid	1080P	50Mbps
	MP3	Divx	1080P	50Mbps
	MP3	H.264	4K	100Mbps
	AAC	H.264	4K	100Mbps
	MP3	MPEG2	1080P	50Mbps
	MP3	MJPEG	1080P	50Mbps
MP4/M4V	MP3	Xvid	1080P	50Mbps
	MP3	Divx	1080P	50Mbps
	MP3	H.264	4K	100Mbps
	AAC	H.264	4K	100Mbps
	AAC	H.265	4K	100Mbps
MOV	MP3	Xvid	1080P	50Mbps
	MP3	Divx	1080P	50Mbps
	MP3	H.264	4K	100Mbps
	AAC	H.264	4K	100Mbps
MPG	MP1/MP2	MPEG1	1080P	50Mbps
	MP1/MP2	MPEG2	1080P	50Mbps
FLV	MP3	H.264	4K	100Mbps
	AAC	H.264	4K	100Mbps

Optimal Video File Settings

Recommended Video file settings from the developer/manufacturer:

- Best file type is MKV or MP4.
- Video compression formats are: H.264, 1920 × 1080, 30fps, 10Mbps; H.265, 1920 × 1080, 30fps, 6Mbps.
- Audio using MP3 or AAC format, 16 bit stereo, 48Khz, 128kbps.
- If you need to control the size of the file or add more files, it is recommended to use the above H.265 video compression, with the same video quality as H.265 can compress the video to a smaller size. It is not recommended to reduce the resolution of the video file, because the A/V output of the C01 is 1080P, and video file playback below 1080P will have poor definition.
- The number of reference frames should not exceed four (4).

Audio File Formats and Specifications

Audio Format (Extension)	Supported Sampling Rates	Supported Bitrates
MP3	8kHz-48kHz	8kbps-320kbps
AAC/M4A	8kHz-48kHz	8kbps-960kbps
OGG	8kHz-88.2kHz	20kbps-720kbps
WAV	8kHz-88.2kHz	1000kbps-8000kbps

Image File Formats and Specifications

Image Format (Extension)	Format	Maximum Resolution
JPG	Baseline	30M pixels
	Progressive	30M pixels
BMP	Normal	8M pixels
PNG	Normal	8M pixels
GIF	87a , 89a	2.5M pixels

**Envision is unable to display images with some forms of progressive format.*

Document File Formats and Specifications

- Currently, Envision supports only PDF type documents. There are plans to enhance the supported types in the future.
- Envision can display XFA style PDFs (interactive and dynamic form) but only if they are “signed” (no longer accepts input).

Other restrictions

- Currently, Envision only supports folder and file names in the following language text.
 - Arabic, Chinese, English, French, German, Hebrew, Italian, Japanese, Persian, Russian, Spanish, Turkish or Vietnamese.
 - Folders or files named using any other language characters must be renamed to be readable and work correctly.
- It is recommended not to exceed a folder depth of **8 levels**.
 - Keep in mind that folder structures that are significantly “deep” are a little tedious to navigate on the Envision. Currently, you can only descend or ascend one level at a time.
 - But, from any folder depth, you can navigate directly to the highest level for any media type. [See here](#).
 - This is another reason for trying to design a folder structure that is perhaps “wider” than it is “deep” to make navigation easier for the user.
- Full path names cannot exceed 255 bytes. That is inclusive of all folders and the file name in that path.
 - Within that limitation, neither the combined folder path (excluding the file name) or the file name itself can exceed 244 bytes.
 - Therefore, folder and file name lengths are only constrained by the above limitations.
 - The recommendation is to keep folder and file names as brief as you can without sacrificing the clarity of their identity.
- Image files that exceed a total of 2.5 million pixels (pixel-length × pixel-width) may not be displayable and therefore blocked by the Envision. The icon to the right will indicate that:



There may always be exceptions to the files listed in the previous pages. Please feel free to contact us at megavoice.com/support for assistance if needed.

Associating Thumbnail Images

The video player supports the association of thumbnail image (Album Artwork) files with individual audio/video/image/document files or even audio/video/image/document folders.

In the absence of assigned thumbnail or image files, Envision will use the following default images:



Audio Folder



Audio File



Video Folder



Video File



Image Folder



Image File



Doc Folder



Doc File

Audio Thumbnails

Folders and Files

- Thumbnails may be defined for both folders and files.
- All thumbnail and image files must be in JPG format.
- Each folder and/or file *may* have a corresponding JPG file.
- The JPG file should be present in the same folder as the audio folder or file.
- The names of the paired files must correspond.
 - Example: To define a thumbnail for audio file “Audio file1.mp3”¹, there should be an “Audio file1.jpg” file in the same folder.
- General thumbnails displayed in the Large, Medium or List Views must have the dimensions of 255 pixels wide × 143 pixels high.²

Album playback image

- When listening to an audio file, it is also possible to define a full-size image (album art) that is displayed from the audio playback screen.
- The album image files must also be in JPG format.
- The dimensions for image files must be 984 pixels wide × 535 pixels high.²
- The names of the paired files must correspond, with an Upper Case “L” appended to the end of the image’s filename.
 - Example: To provide an image for a file named “Audio file1.mp3”¹, the file must be named “Audio file1L.jpg”.

¹The file name “Audio file1.mp3” is the name before encryption. Once that file has been encrypted, the name is changed to “Audio file1\$ME.mp3” but the pre-encryption name is always used for thumbnails.

²Other dimensions may work but these are the ones recommended. Using other dimensions could slow image display, overflow reserved display areas or not display at all.

Video Thumbnails

Folders and Files

- Thumbnails may be defined for both folders and files.
- All thumbnail files must be in JPG format.
- Each folder and/or file *may* have a corresponding JPG file.
- The JPG file should be present in the same folder as the audio file.
- The names of the paired files must correspond.
 - Example: For video file “Video file1.mp4”¹ there should be an “Video file1.jpg” thumbnail.
- General thumbnails displayed in the Large, Medium or List Views must have the dimensions of 255 pixels wide × 143 pixels high.²

Image Thumbnails

Folders

- Thumbnails may be defined for folders.
- All thumbnail files must be in JPG format, but the extension must be renamed to MVI.
- Each folder *may* have a corresponding JPG (MVI) file.
- The JPG (MVI) file should be present in the same folder as the sub-folder.
- The names of the pair must correspond.
 - Example: For folder “Conference pictures”¹ there should be a “Conference pictures.mvi” thumbnail.
- General thumbnails displayed in the Large, Medium or List Views must have the dimensions of 255 pixels wide × 143 pixels high.²

Files

- The Envision will attempt to automatically generate a thumbnail for each image file so the manual creation of thumbnails is typically unnecessary. However, in the case of large images, the automated generation process may be a bit slow. To speed up that process, it is possible to manually add the *.MVI thumbnails at the recommended dimensions stated below.
- All thumbnail files must be in JPG format, but the extension must be renamed to MVI.
- Each image file *may* have a corresponding JPG (MVI) file.
- The JPG (MVI) file should be present in the same folder as the image file.
- The names of the paired files must correspond.
 - Example: For image file “Image file1.png”¹ there should be an “Image file1.mvi” thumbnail.
- General thumbnails displayed in the Large, Medium or List Views must have the dimensions of 255 pixels wide × 143 pixels high.²

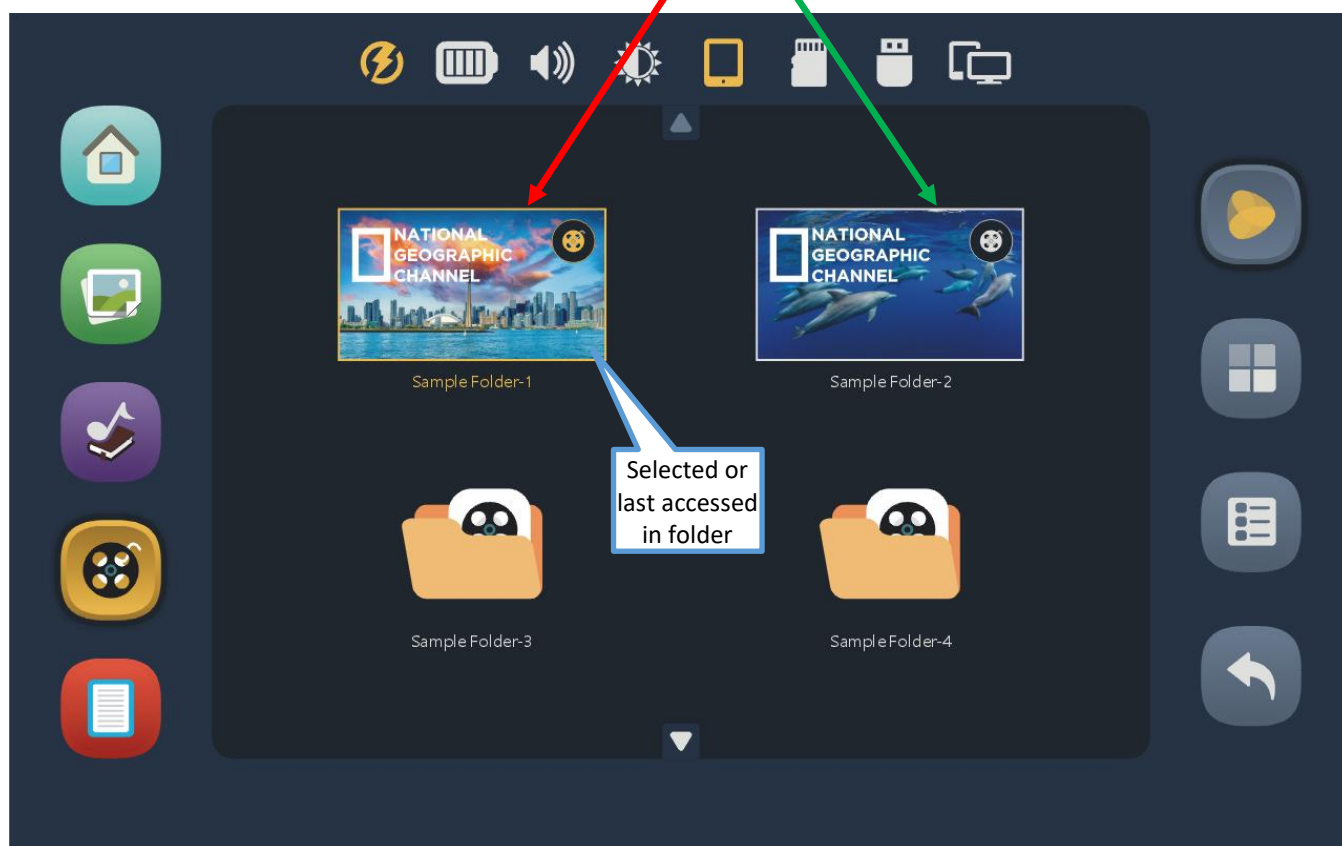
¹The file name “Audio file1.mp3” is the name before encryption. Once that file has been encrypted, the name is changed to “Audio file1\$ME.mp3” but the pre-encryption name is always used for thumbnails.

²Other dimensions may work but these are the ones recommended. Using other dimensions could slow image display, overflow reserved display areas or not display at all.

Thumbnail Examples

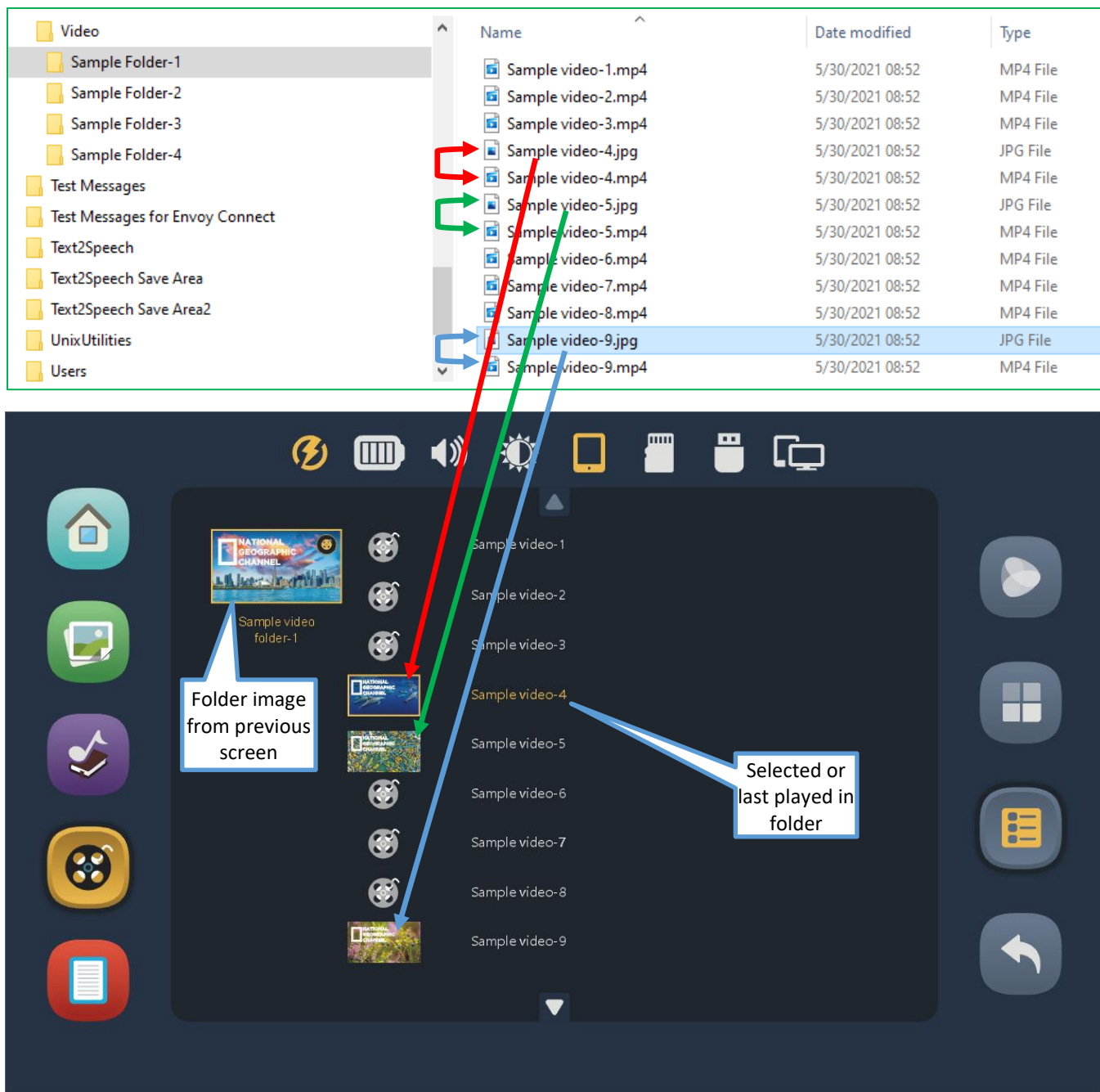
1. In the following example, there are thumbnail image files defined for two of the four video folders in the primary Video folder. For the folder “**Sample Folder-1**” there is the corresponding thumbnail “**Sample Folder-1.jpg**” and for the folder “**Sample Folder-2**” there is the corresponding thumbnail “**Sample Folder-2.jpg**”. From the primary Video display, these images will be displayed together with the folder name. For the other 2 folders that do not have a folder image file defined, the default video folder image is displayed.

	Name	Date	Type
Video			
Sample Folder-1	Sample Folder-1	5/30/2021 08:32	File folder
Sample Folder-2	Sample Folder-2	5/30/2021 08:33	File folder
Sample Folder-3	Sample Folder-3	5/30/2021 08:40	File folder
Sample Folder-4	Sample Folder-4	5/30/2021 08:40	File folder
Test Messages			
	Sample Folder-1.jpg	5/30/2021 08:31	JPG File
	Sample Folder-2.jpg	5/30/2021 08:31	JPG File



2. In the following example, there are thumbnail image files defined for three of the video files in the “Sample Video-1” folder. From the three folder Views, these image files will be displayed along with the file name. For the other video files that do not have image files the default video file icon is displayed.

**The MP4 files displayed below are the names before encryption. Once the files have been encrypted, the name has “\$ME” added to it. For example, “Sample video-1\$ME.mp4”.*



Loading content

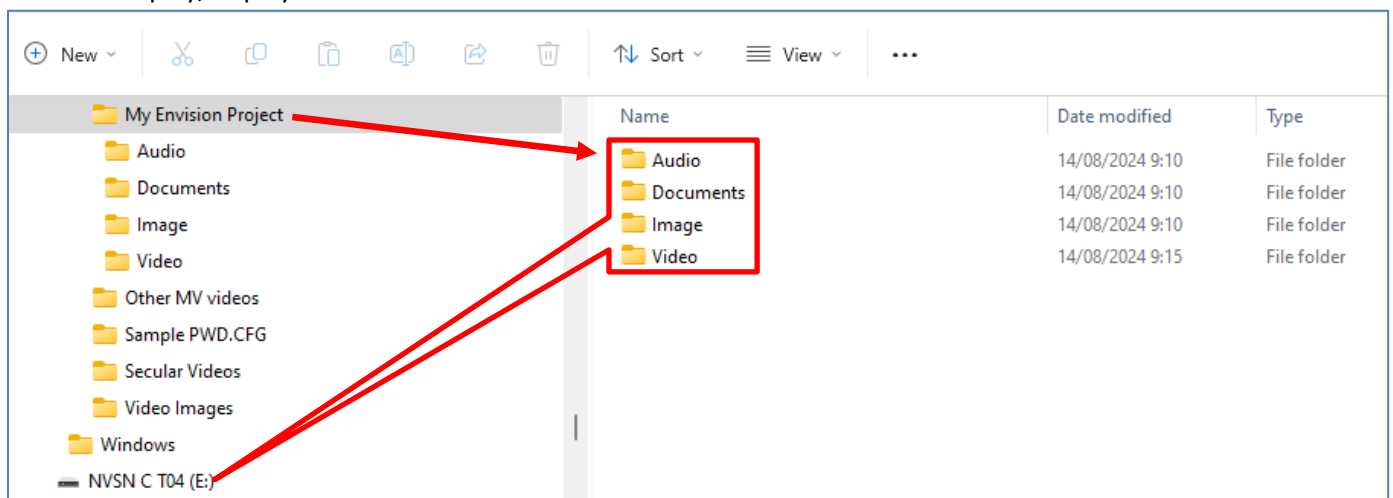
Encrypting the files

External storage options (microSD and OTG) require encrypted content but Internal Memory does not. (See [Player Security/USB Access](#) for details.) Once the Audio, Video, Image and Document folders in your project folder are populated with the desired content it must be encrypted. While it is possible to encrypt individual files, it is recommended to encrypt the entire [project folder](#).

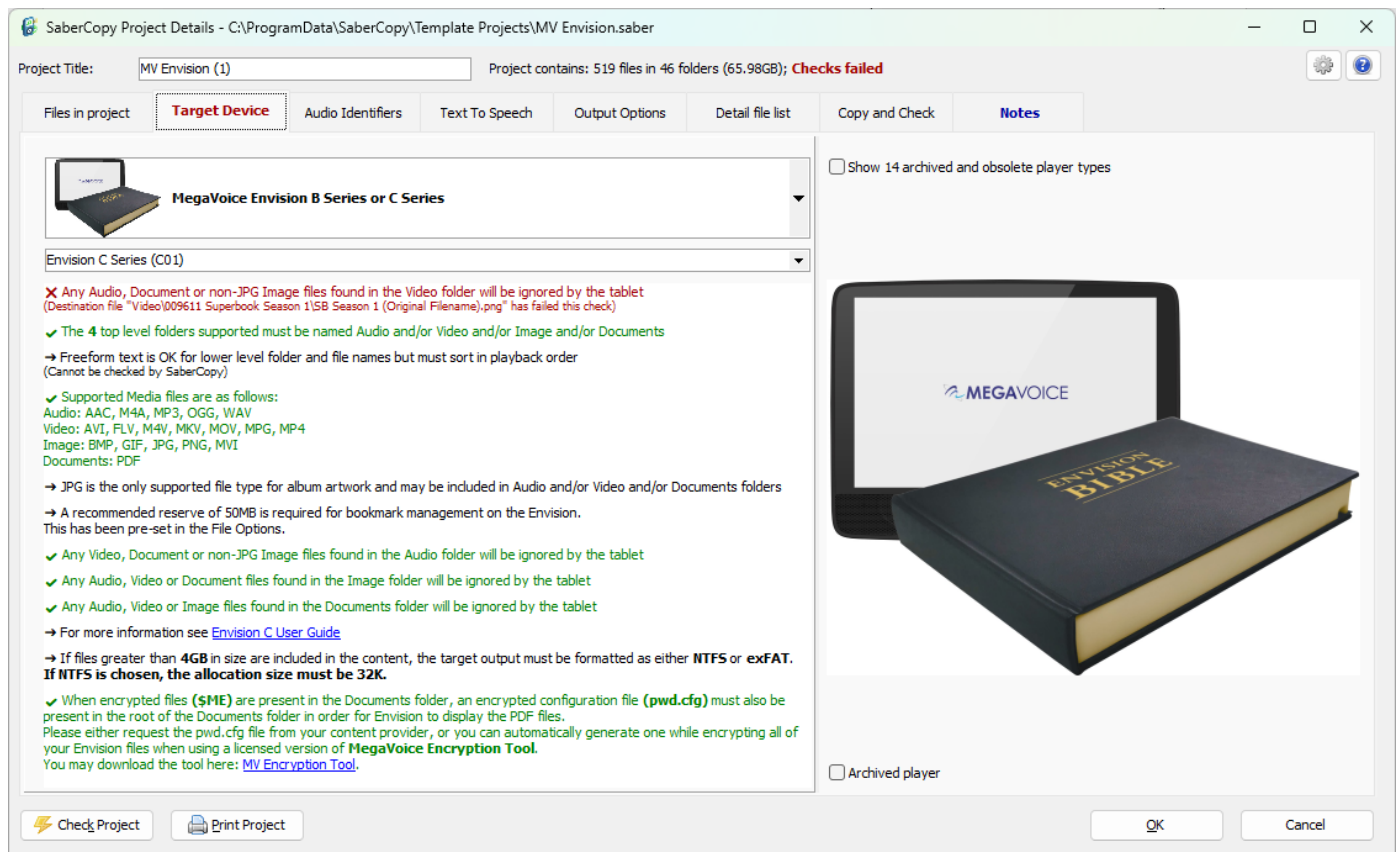
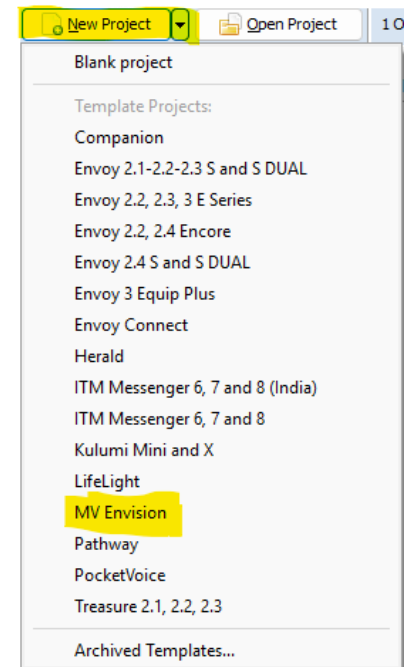
[MegaVoice offers a free Windows program that provides this encryption for Envision. You may download it here. And you may also download the User Manual here which covers download, installation and correct usage.](#)

Preparing the target storage

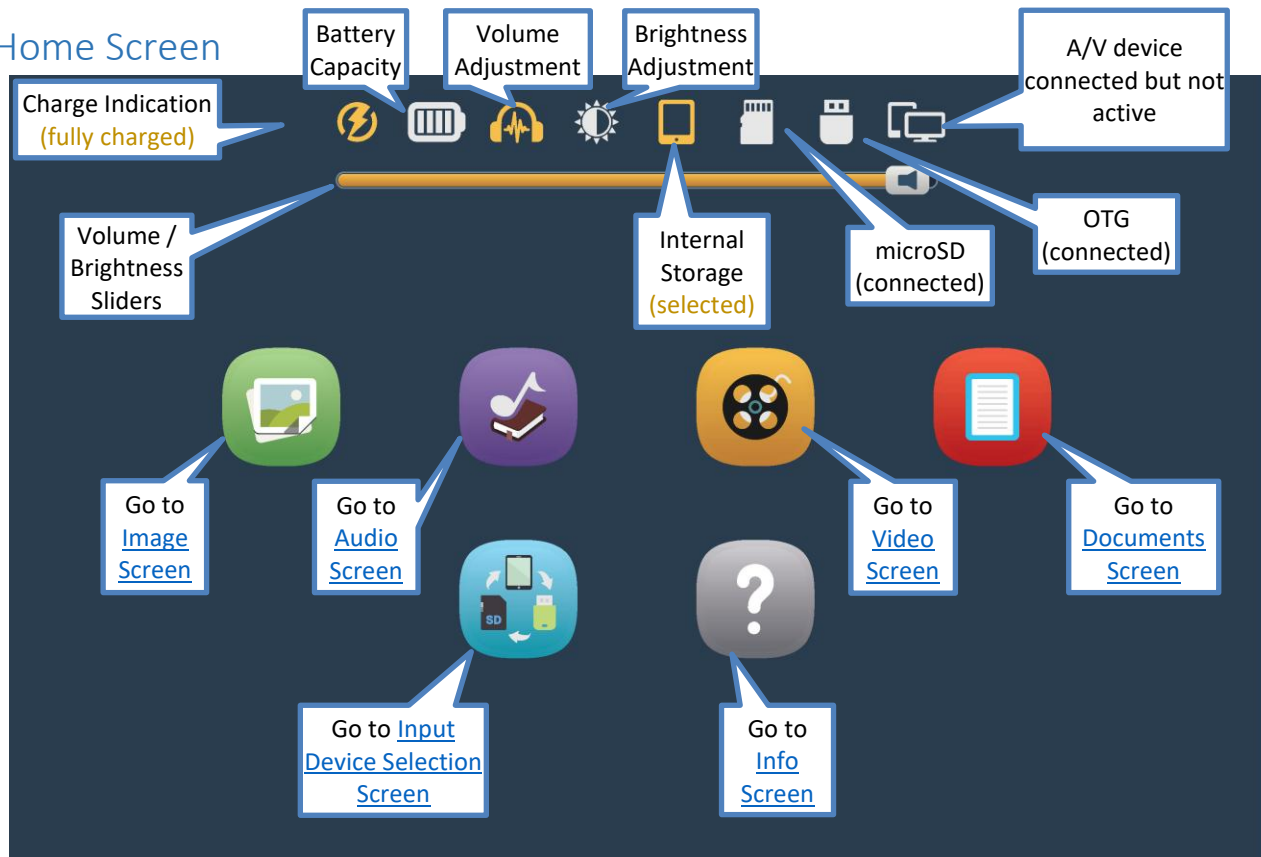
1. Once all the files are ready (encrypted or not), your project folder must be copied to one of the 3 available storage devices, making sure there is appropriate capacity.
 - a. For the Internal storage, you may copy directly using a USB Type-C-to-Type-A SLS cable connected to the tablet.
 - b. For microSD (with a card adaptor) or OTG, it is recommended to connect them to a USB port on a computer, or hub connected to a computer, and copy the encrypted contents. This method does not require an SLS cable and it will be faster than copying while the device is connected to Envision.
2. There are two methods of copying:
 - a. You may use copy and paste from Windows File Explorer. It is recommended to format the target storage first to remove any unwanted files. We recommend FAT32, but as explained [elsewhere](#), if your project contains files larger than 4GB, then it must be exFAT or NTFS.
 - b. MegaVoice strongly recommends using the SaberCopy tool. This will ensure copy order is correct and can provide copy verification afterwards. SaberCopy is a Windows-only application but can be run on Mac with some additional software and configuration.
Download it for free here: <https://megavoice.com/downloads/sabercopy-setup.exe>
3. **To use copy/paste:** Simply copy the contents of *your project folder* (not the project folder itself) and paste it into the root of the *formatted* storage device of your choice. In the example below, copy the highlighted Audio, Image and Video folders onto the empty microSD card (that was formatted earlier with a volume label of NVSN C T04).
 - a. It is also possible to “append” data to an existing structure. Simply copy the new contents to the desired folder in the existing contents. Envision always sorts folder and files within folder alphabetically so the files will play/display in the desired order.



4. To use SaberCopy (**recommended**): If you do not already have it, download the free installation file from the MegaVoice site here:
<https://megavoice.com/downloads/sabercopy-setup.exe>
5. For tips and information on all the many SaberCopy features, please also download the SaberCopy User Guide here:
<https://megavoice.com/pdf/sabercopy-user-guide-for-programming-megavoice-players.pdf>
6. In the guide, refer to the section “Install SaberCopy” for guidance on installing the application.
7. Once installed, refer to the section “3. Loading microSD cards” for guidance on loading data from the computer’s hard drive to microSD card(s) and/or OTG devices. When choosing the files for your project, make sure to point to your project folder.
8. With SaberCopy, you can load your project directly to the Internal Memory (requires SLS-V2-A cable) or to as many cards and/or OTG devices concurrently as you have available USB connections.
9. We recommend using the Template Project provided for MV Envision. Click the ▼ arrow next to the “New Project” button and choose “MV Envision” from the list. (see image to the right)
10. Then from the Target Device tab, set it for Envision C. All the recommended settings have been made for you. All you need to do is to specify your project folder on the “Files in Project” tab. (see screen image below)



The Home Screen



Above: Envision is connected for charging (**completed**), an external audio device is **connected**, A/V device is connected (but not active), the volume is being adjusted, external microSD and OTG are connected but Internal Storage is the **selected** input.







Charge indication

When the [Type-C USB charging cable](#) is connected to the charging port on the back of the player, the battery will charge, the charge indication icon will appear at the top of the screen and blink. The [charge LED](#) will also light up in **red** on the back of the device (but does not blink). Once fully charged the screen icon stops blinking and becomes **highlighted**. Once the battery is completely topped off, the LED will turn **green**. Both the icon and LED will persist until the cable is disconnected.

See [Charging Instructions](#) for more details.




Battery capacity

This icon always shows the current battery capacity according to the chart below:

	When blinking, capacity is 5% or lower*	} Charging is recommended when red!
	When not blinking, capacity is between 6% and 20%	
	Capacity is between 21% and 40%	
	Capacity is between 41% and 60%	
	Capacity is between 61% and 80%	
	Capacity is between 81% and 100%	



*When the capacity drops below the minimum required for operation, Envision will turn itself off.

Volume adjustment


When tapping the volume icon, the [volume slider](#) is displayed. The volume may be adjusted by dragging the icon on the slider  either left (softer) or right (louder). As the volume is changed, the icon appearance will change as well. Sliding the indicator all the way to the left, or a double-tap, will mute the player. When muted these icons will be displayed:  .⁴ Tapping anywhere else on the screen will hide the slider. Volume may be changed at any time, whether playback is active or not.^{2 3}

Speakers and Audio Out

The Envision contains two very powerful internal speakers for resounding output.

You may also connect any audio output device to the [3.5mm stereo audio jack](#) on the side of the tablet. When a plug is inserted, the internal speakers will turn off, the volume icon will change to ⁴ and audio will be output to the connected device. When removing the plug, the internal speakers will turn back on and the icon will change back to .

Brightness adjustment

When the brightness icon is tapped, the [brightness slider](#) will be displayed. The brightness can be adjusted by dragging the icon on the slider  either left (darker) or right (brighter). Tapping anywhere else on the screen will hide the slider. Brightness may be changed at any time, whether playback is active or not.^{1 2 3}

Internal Storage

Since internal storage is permanent, this icon will always show at the top of the screen. When internal storage is the current input source the icon is **highlighted**. Selection of this storage may only be done from the [Input Device Selection Screen](#).


microSD Storage

Using microSD storage is optional and is done by inserting a card in the [external microSD connector](#). The icon shows in the top controls if there is a microSD card present in the card reader; otherwise, the area is blank. When it is chosen as the current input device, it becomes **highlighted**. Selection of this storage may only be done from the [Input Device Selection Screen](#). For limitations on microSD see [Input Devices](#).

OTG Storage

Using OTG storage is optional and is done by inserting an OTG device in the [external OTG connector](#). The icon shows in the top controls if there is an OTG device connected to the tablet; otherwise, the area is blank. When it is chosen as the current input device, it becomes **highlighted**. Selection of this storage may only be done from the [Input Device Selection Screen](#). For limitations on OTG see [Input Devices](#).

Audio/Visual

This icon only appears when an A/V device is connected. It changes to this icon  when the device becomes **active**. See section [Audio/Visual \(A/V\)](#) for details.

¹When connected to an A/V device, this adjusts only Envision's screen since the device has its own control.

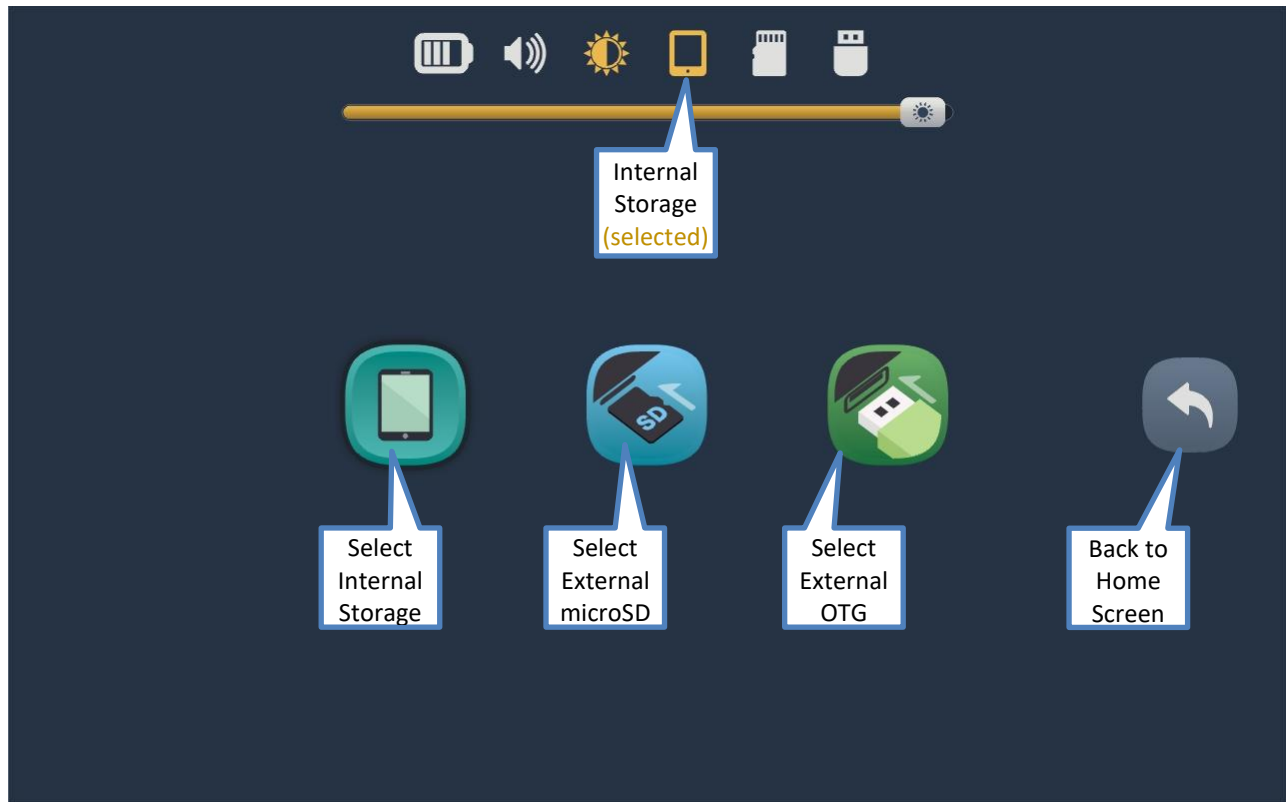
²Using moderate brightness and volume settings will preserve battery life.

³The volume and brightness sliders share the same area on the screen so only one may be accessed at a time.

⁴When an external audio device is connected, the volume icon will change to this icon.

Input Device Selection Screen

Tap on a button representing the available storage devices currently connected, then return to the Home Screen. If an external device is not connected, its corresponding button will be disabled.



Media Browser Screens

The various media files and folders are all accessible by using any of 3 different browser screens. They are typical for all of the supported media types (Image, Audio, Video or Documents).

- Thumbnail  4 items per screen
- Medium  8 items per screen
- List  9 items per screen

**If there are no valid files or folders in the root media folder, Envision displays “The folder is empty”.*

Swipe or drag up/down to navigate the rows of data in all Browsers.

From any of the 3 browsers, you can open the file of your choice to play or display it.

You may also “drill down” in sub-folders to explore their content and do the same.

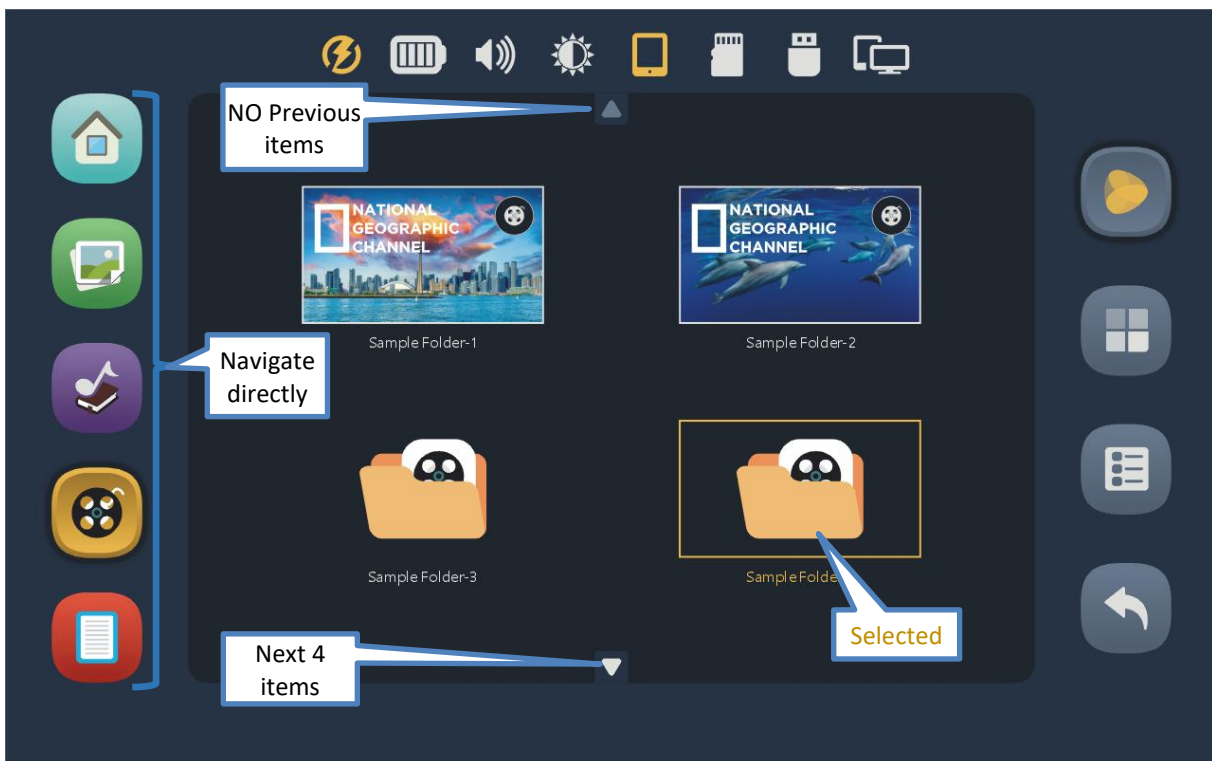
To select a folder or file, tap on the icon (or its name) and it becomes **highlighted**. Once **highlighted** it is considered “selected”. Tap once more to open it.

For Audio, Video or Documents, thumbnail images may be defined which will be displayed with the file name. They must be in “JPG” format.

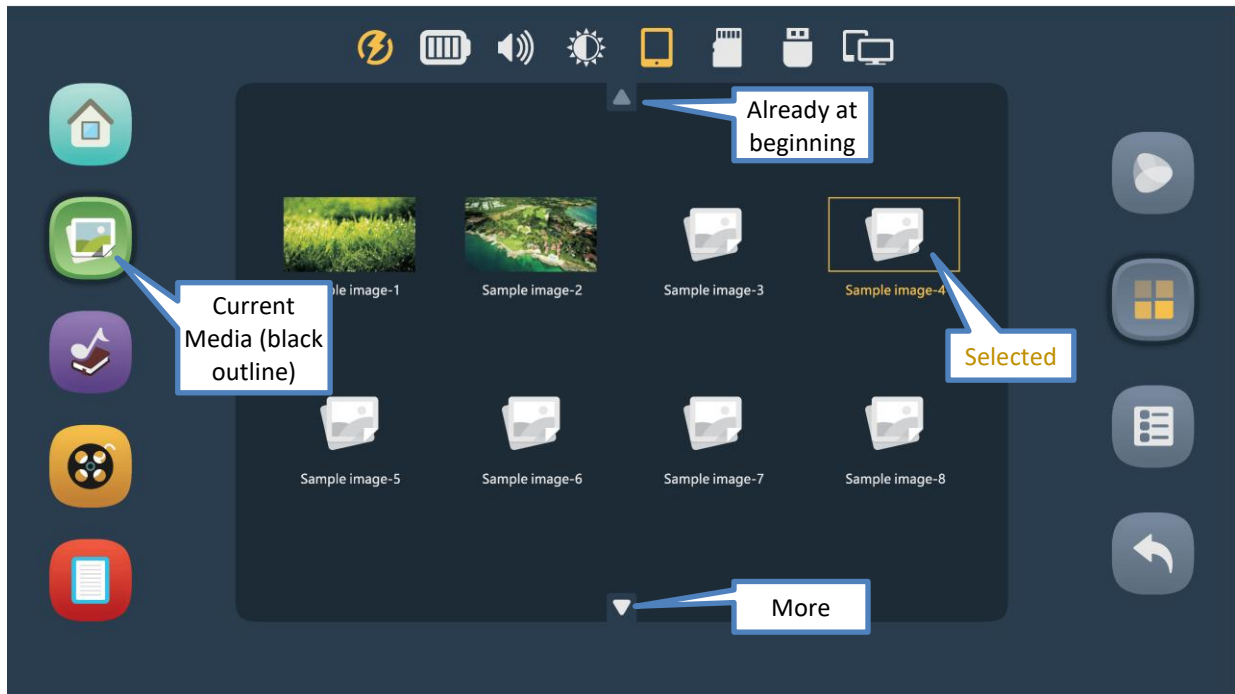
You may do the same for Images, but in most cases that is not necessary because Envision will attempt to automatically generate a thumbnail from the image itself. If you prefer to provide a specific thumbnail for an image file, it must be “JPG” type file with the extension changed to “MVI”.

In the absence of thumbnails, default icons are provided per the media file type.

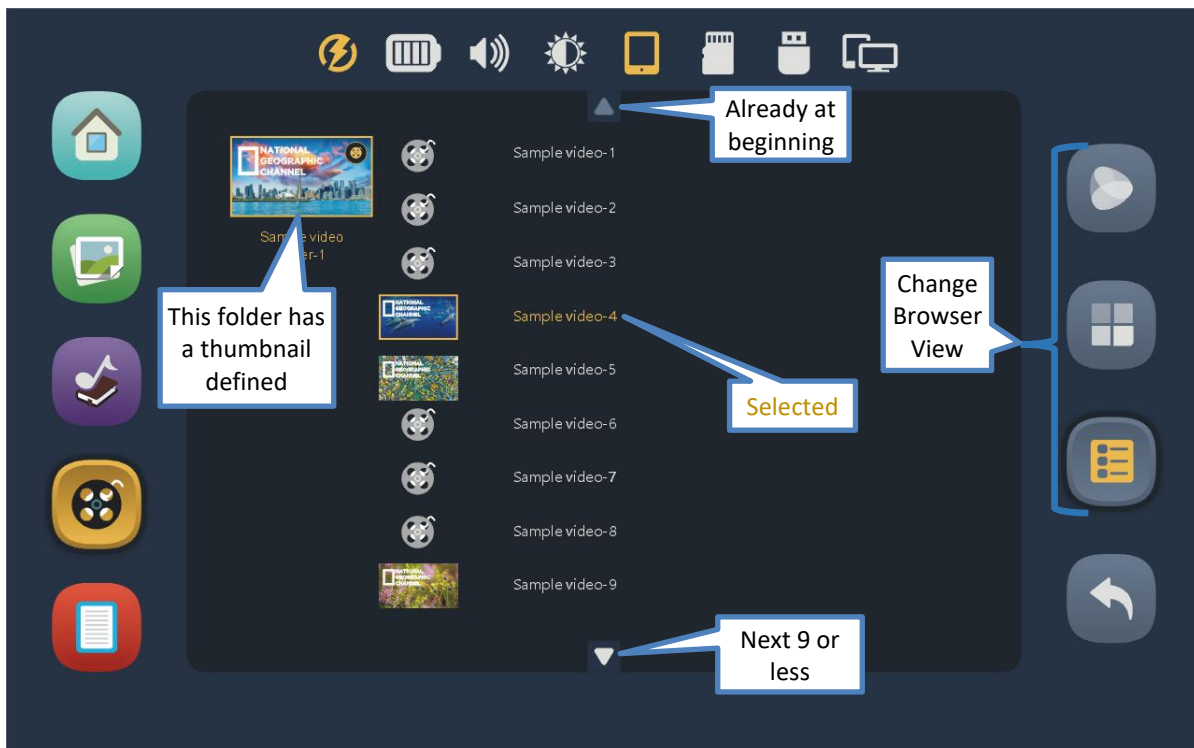
Thumbnail



Thumbnail view of **Video. Display shows 4 sub-folders (but there are more), where the first two have thumbnails defined but the other 2 show the default video folder icon.*



Medium view of **Image. Display shows 8 image files (but there are more), where Envision was able to generate thumbnails for the first two but the others have the default image file icon.*



List view of **Video. Display shows 9 video files (but there are more) from a sub-folder, where 3 have thumbnails defined but the others show the default video file icon. The folder itself has a thumbnail defined.*

Image

Envision supports *most* BMP, GIF, JPG and PNG image file types. All Image files are stored in the **Image** folder. This folder may contain single-file images or different folders containing other images.

**If there are no valid folders or files in the Image folder, Envision displays “The folder is empty”.*

Envision will attempt to generate thumbnail images for each image file present. If thumbnail files are included for folders, they must be JPG files like other thumbnails but with the extension changed to MVI.

If Envision cannot render an image file in the Browser screens, it will display the standard image file icon instead of a generated thumbnail.

When files like these are chosen for display in the Image Viewer, the animated GIF to the right will be displayed instead because Envision cannot open the image. You may skip to the previous or next file.

And if an image file is encountered during the Slideshow that cannot be rendered, Envision will sometimes display this animated GIF file while skipping to the next good image file.

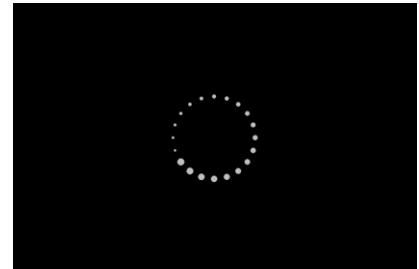
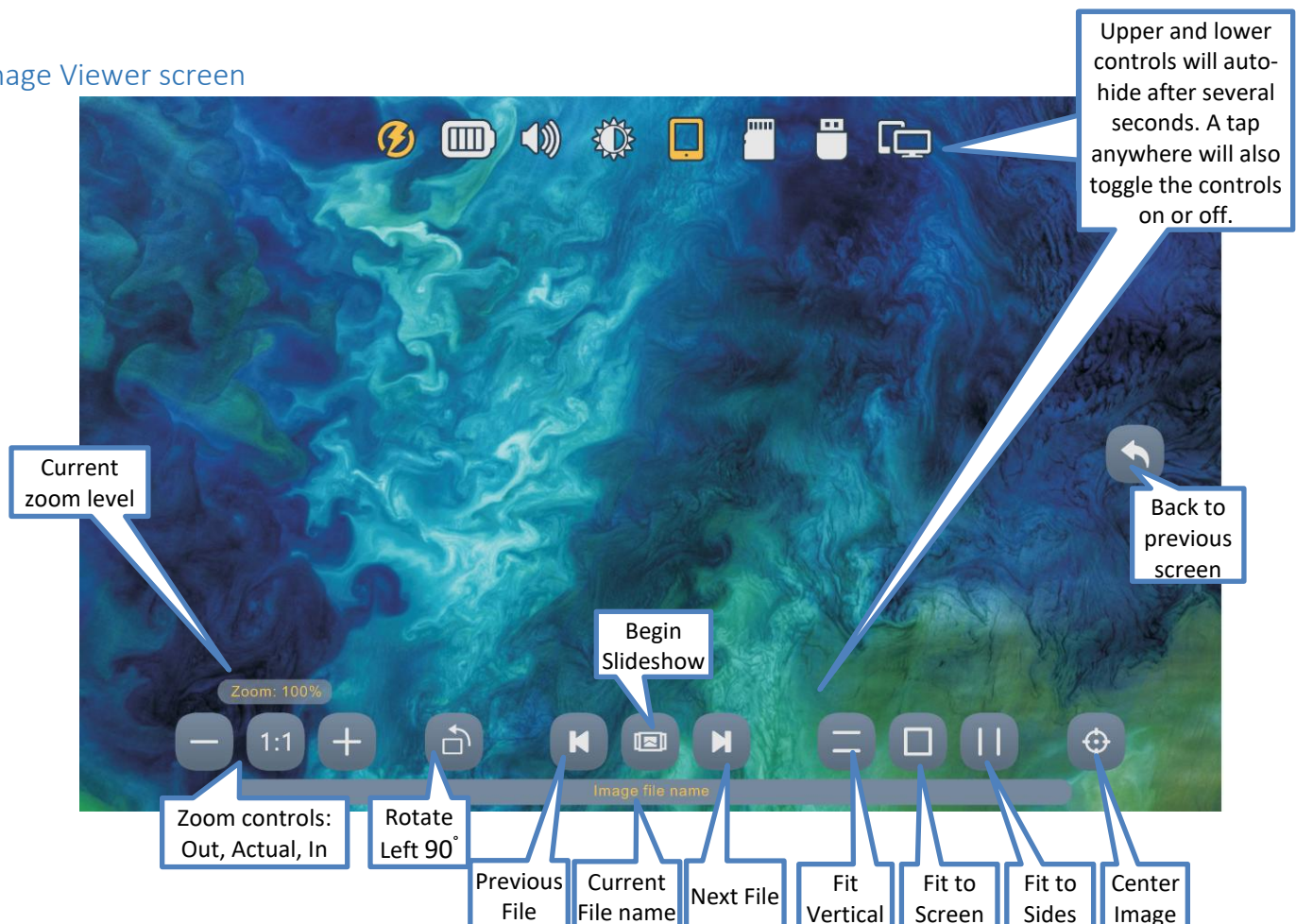


Image Viewer screen



Zoom Controls

The (-) button will zoom the image out, (1:1) will zoom to actual size and (+) will zoom the image in. Press and hold on (-) and (+) will repeat until the minimum/maximum is reached.

Rotate Left 90°

Each “tap” will cause the image to rotate 90° to the left.

Previous Image

A “tap” will navigate to the *previous* image in the current folder. Once the *first* is displayed, it will loop to the *last*.

Begin Slideshow

A “tap” will execute the Slideshow.

Next Image

A “tap” will navigate to the *next* image in the current folder. Once the *last* is displayed, it will loop to the *first*.

Fit Vertical

Zoom the image, at its current orientation, to fit *vertically* in the screen.

Fit to Screen

Zoom the image, at its current orientation, so that the largest orientation fits either vertically or horizontally, respectively.

Fit to Sides

Zoom the image, at its current orientation, to fit *horizontally* in the screen.

Center

Center the current image, at the current orientation and displayed zoom.

Current File Name

Will always show the full name of the currently viewed image file.

Supported Hand Gestures

Double-tap: toggle the image size from vertical full-page fit to horizontal-page fit.

Two-finger pinch/stretch: zoom out/in the current page according to how the fingers move.

Image Slideshow Screen



Slideshow Speed

The time between images may be adjusted from 2 seconds to 20 seconds. The change can be made at any time during the slideshow presentation. The setting will persist until changed or a default reset is executed. The slideshow will loop through all the images in the current folder at the set delay.

Shuffle

This feature will randomly shuffle the display order of all the images in the current folder. Tap once to turn the feature on and a second time to turn it off. The setting will persist until changed or a default reset is executed.

Previous file

Tap once to display the *previous* file in the current folder. If the *first* file in the folder is current, the player will navigate to the *last* file in the folder. This feature will work during the Slideshow or when it is paused.

Play/Pause

While the Slideshow is active, the Pause icon is displayed. Tap on it to suspend the Slideshow. The icon will change to the Play icon. Tap again to resume. The icon will revert to the Pause icon.

When the Slideshow is paused, it will remain in that state until manually resumed but the screen will time-out and Envision will eventually turn off.

Next file

Tap once to begin playback of the *next* file in the current folder. If the *last* file in the folder is current, the player will navigate to the *first* file in the folder. This feature will work during the Slideshow or when it is paused.

Supported Hand Gestures

Two-finger pinch/stretch: zoom out/in the current page according to how the fingers move Pause Slideshow first.

Audio

Envision supports *most* AAC/M4A, APE, FLAC, MP3, OGG and WAV file types. All Audio is stored in the **Audio** folder. The Audio folder may contain both other folders, or single audio files. Each folder may contain individual audio files or even other sub-folders.

**If there are no valid folders or files in the Audio folder, Envision displays “The folder is empty”.*

Audio screen – Playback



Playback position slider

The slider icon always shows the current playback position relative to the current file. You may drag this icon in either direction to reposition playback.

Current file information

In this area, the folder and full name of the current file are displayed. If any of the ID3 tags Track name, Album or Artist are defined for the audio file, they will be rotated in the display as well. If any text is too long for the area, it will slowly scroll. On the next line, current playback position and total playtime of the file are shown in HH:MM:SS (hours:minutes:seconds) format.

Repeat all/one

This feature facilitates repeating a single audio file or all the files in the current folder. Tap the icon once for “all” files. Tap the icon a second time for one file (the current file). To turn the option off, tap the icon a third time.

Shuffle

This feature will randomly shuffle all the files in the current folder. It is especially useful when listening to a folder containing musical content. Tap once to turn the feature on (white) and a second time to turn it off (black). The setting will persist until changed or a default reset is executed.

Back 15 seconds

Tap once to reverse *approximately* 15 seconds in the current file. This feature will work during playback or while playback is paused.

Previous file

Tap once to begin playback of the *previous* file in the current folder. If the *first* file in the folder is current, the player will navigate to the *last* file in the folder. This feature will work during playback or while playback is paused. If Shuffle is turned on, the shuffled order is used.

Play/Pause

While playback is active, the Pause icon is displayed. Tap on it to pause playback. The icon will change to the Play icon. Tap again to resume playback. The icon will revert to the Pause icon. When Playback is paused, it will remain in that state until manually resumed.

Next file

Tap once to begin playback of the *next* file in the current folder. If the *last* file in the folder is current, the player will navigate to the *first* file in the folder. This feature will work during playback or while playback is paused. If Shuffle is turned on, the shuffled order is used.

Forward 15 seconds

Tap once to fast-forward *approximately* 15 seconds in the current file. This feature will work during playback or while playback is paused.

Supported Hand Gestures

Drag: Playback slider.

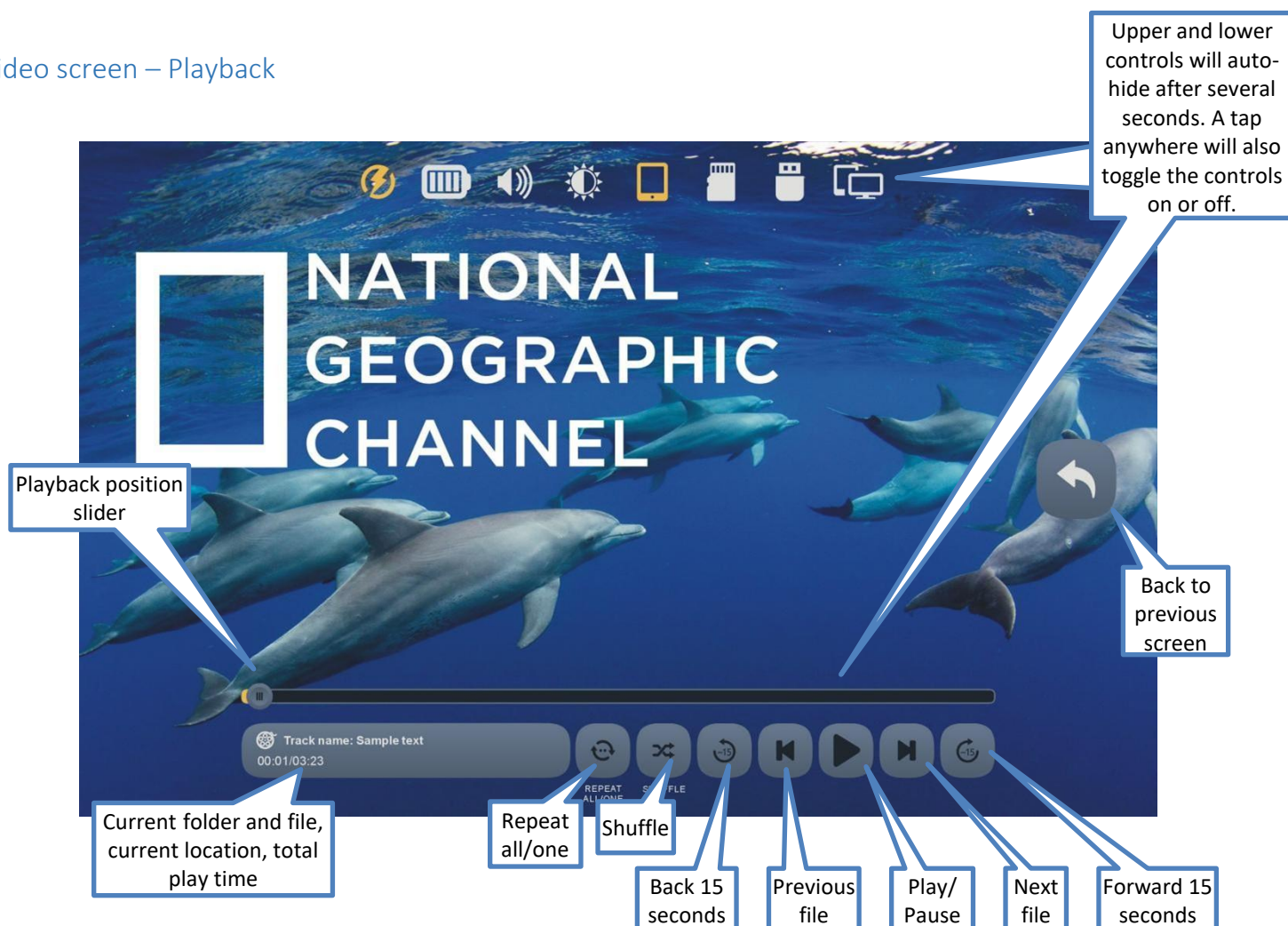
Video

Envision supports *most* AVI, FLV, MKV, MOV, MPG and MP4/M4V video file types. All Video is stored in the **Video** folder. This folder may contain individual video folders (movies comprised of sections or chapters) or single-file videos. If album art images for each folder and/or file are present, they will be rendered as thumbnails along with their names. If no associated images are provided, the standard icons are displayed instead.

**If there are no valid folders or files in the Video folder, Envision displays “The folder is empty”.*

**Whenever the previous/next row icons appear, you may also swipe up or down to adjust the display.*

Video screen – Playback



Playback position slider

The slider icon always shows the current playback position relative to the current file. You may drag this icon in either direction to reposition playback.

Current file information

In this area, the folder and full name of the current file are displayed. If any of the ID3 tags Track name, Album or Artist are defined for the video file, they will be rotated in the display as well. If any text is too long for the area, it will slowly scroll. On the next line, current playback position and total playtime of the file are shown in HH:MM:SS (hours:minutes:seconds) format.

Repeat all/one

This feature facilitates repeating a single video file or all the files in the current folder. Tap the icon once for “all” files. Tap the icon a second time for one file (the current file). To turn the option off, tap the icon a third time.

Shuffle

This feature will randomly shuffle all the files in the current folder. It is especially useful when listening to a folder containing musical content. Tap once to turn the feature on (white) and a second time to turn it off (black).

Back 15 seconds

Tap once to reverse *approximately* 15 seconds in the current file. This feature will work during playback or while playback is paused.

Previous file

Tap once to begin playback of the *previous* file in the current folder. If the *first* file in the folder is current, the player will navigate to the *last* file in the folder. This feature will work during playback or while playback is paused. If Shuffle is turned on, the shuffled order is used.

Play/Pause

While playback is active, the Pause icon is displayed. Tap on it to pause playback. The icon will change to the Play icon. Tap again to resume playback. The icon will revert to the Pause icon. When Playback is paused, it will remain in that state until manually resumed.

Next file

Tap once to begin playback of the *next* file in the current folder. If the *last* file in the folder is current, the player will navigate to the *first* file in the folder. This feature will work during playback or while playback is paused. If Shuffle is turned on, the shuffled order is used.

Forward 15 seconds

Tap once to fast-forward *approximately* 15 seconds in the current file. This feature will work during playback or while playback is paused.

Supported Hand Gestures

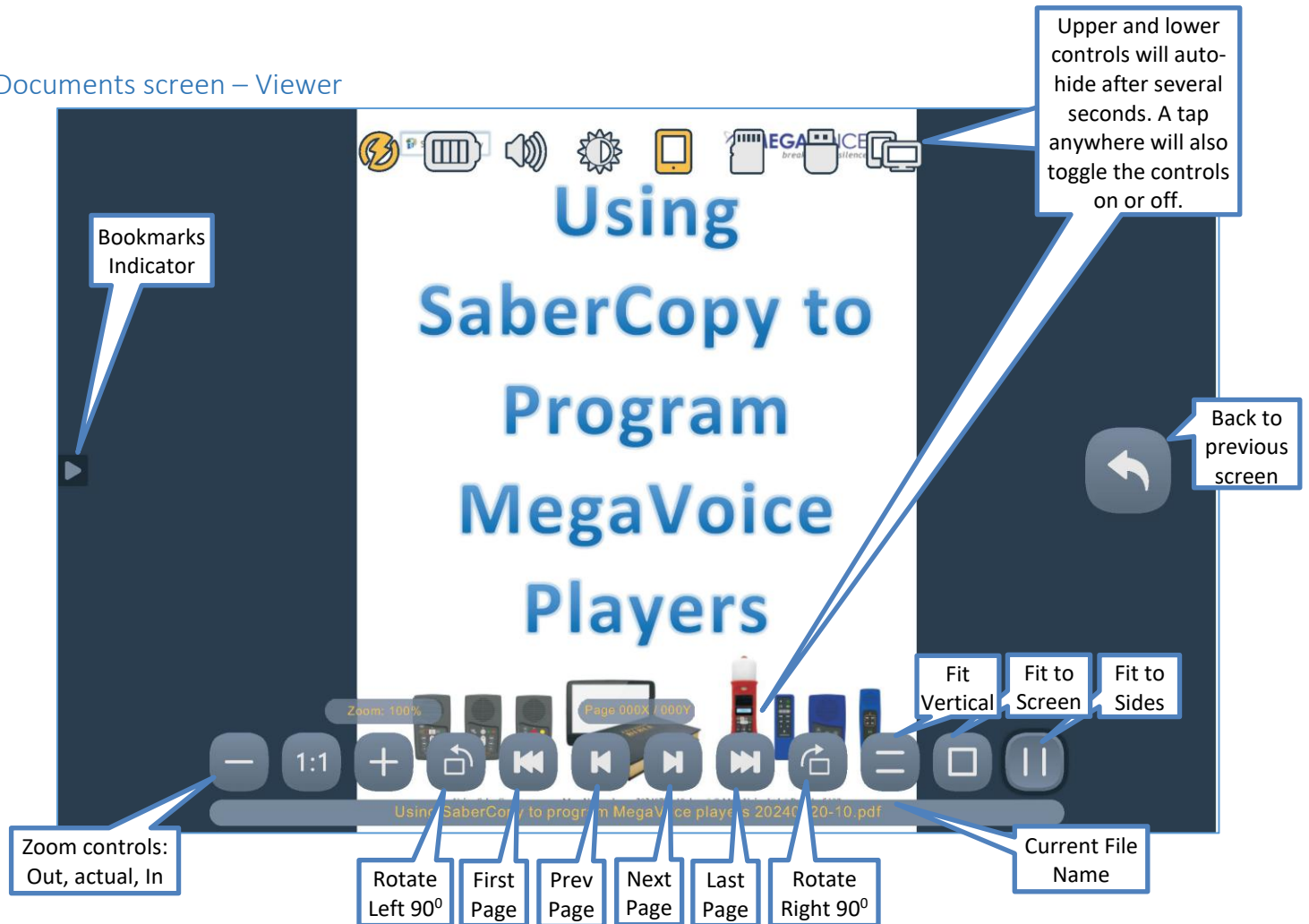
Drag: Playback slider.

Documents

Currently, Envision supports *only* PDF document file types, but there are plans to add more file types in the future. All Documents are stored in the **Documents** folder. This folder may contain individual document folders containing files or single documents. If album art images for each folder and/or file are present, they will be rendered as thumbnails along with their names in the Browsers. If no associated images are provided, the standard icons are displayed instead.

**If there are no valid folders or files in the Documents folder, Envision displays “The folder is empty”.*

Documents screen – Viewer



Bookmarks Indicator

This icon appears on the far left of the screen only when the open PDF includes Bookmarks. A “tap” will open and close the Bookmarks panel. When the panel is displayed, this same icon will appear to the left of any Bookmark that has additional subordinate Bookmarks. A “tap” will expand them as well.

Zoom Controls

The (-) button will zoom the page out, (1:1) will zoom to actual size and (+) will zoom the page in.

Rotate Left 90°

Each “tap” will cause the page to rotate 90° to the left.

First Page

A “tap” will navigate to the *first* page in the document.

Previous Page

A “tap” will navigate to the *previous* page in the document.

Next Page

A “tap” will navigate to the *next* page in the document.

Last Page

A “tap” will navigate to the *last* page in the document.

Rotate Right 90°

Each “tap” will cause the page to rotate 90° to the right.

Fit Vertical

Zoom the document, at its current orientation, to fit *vertically* in the screen.

Fit to Screen

Zoom the document, at its current orientation, so that the largest orientation fits either vertically or horizontally, respectively.

Fit to Sides

Zoom the document, at its current orientation, to fit *horizontally* in the screen.

Current File Name

Will always show the full name of the currently viewed document.

Page x/y

Will always show the current page (x) within total number of pages (y).

Supported Hand Gestures

Drag: up/down or left/right in the Bookmarks panel when expanded.

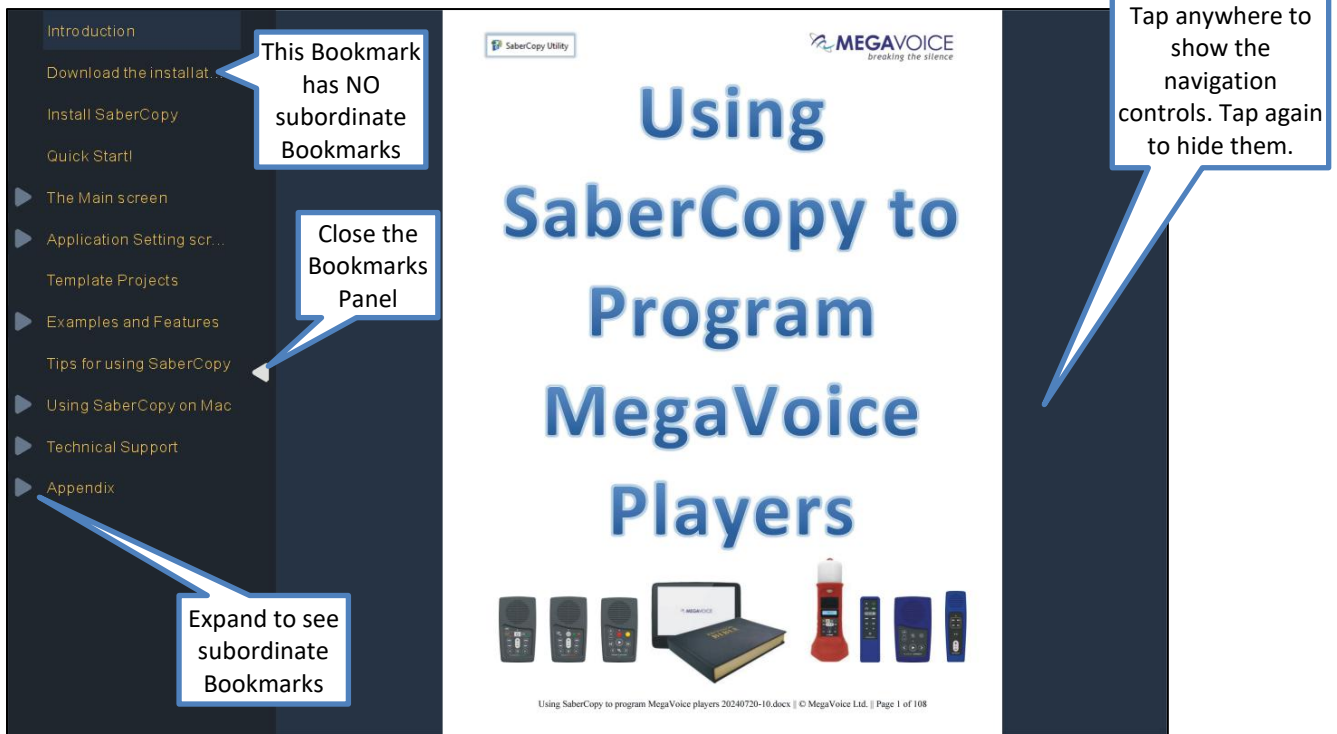
Double-tap: toggle the document size from vertical full-page fit to horizontal-page fit.

Flick left/right: open the next/previous document in the current folder. Wraps to first/last.

Flick up/down: display the next/previous page. Stops at first/last.

Two-finger pinch/stretch: zoom out/in the current page according to how the fingers move.

Documents screen –Bookmarks panel



Open secondary level Bookmarks ▶

This icon is displayed when there are additional level bookmarks for the one tagged. Tapping this icon will expand the current Bookmark. Any number of Bookmark levels are supported.

Bookmark is expanded ▼

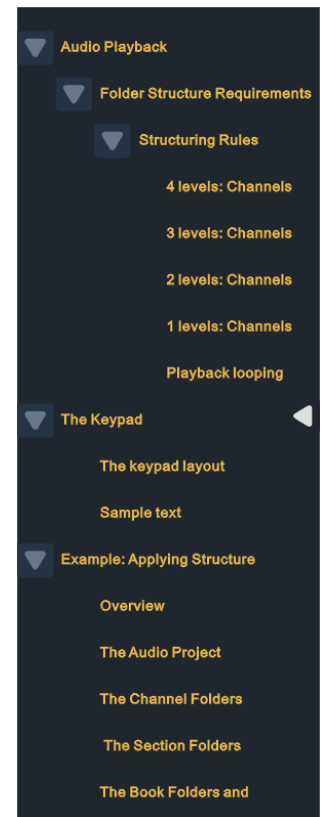
When a bookmark with multiple layers ▶ is tapped, it changes to this ▼. Another tap will collapse it again.

Close Bookmarks Panel ◀

Tapping this icon will close the Bookmarks Panel, re-center the document display and change back to ▶. When the panel is re-opened later, it will be restored to its state and position when last closed.

Panel Behavior

- A tap on any bookmark will position the document to that location. Envision remembers the last page viewed for each file when it is re-opened.
- As the list of Bookmarks grows from opening additional levels, the window expands vertically to accommodate.
- You may drag the content up and down to see the complete list. Scrolling stops at the first/last one.
- Extra-long Bookmark text does not wrap but appears truncated on the right. But the Bookmarks panel is scrollable left/right. You may drag the panel left or right to read the complete text. The physical width of the panel is determined by the longest Bookmark text in the document.
- If the Bookmarks panel is open and you navigate to the previous/next file in the current folder, and that file also has Bookmarks, the panel will remain open *but* be re-populated with the Bookmarks from the new file. If the new document has no Bookmarks, the Bookmarks panel is hidden.



Documents screen –Viewer

Bookmarks panel is collapsed to allow for full document width

***Note:** If you notice a slight difference in overall message size as reported for the folder on the hard drive vs the player, it is due to the difference in the way file storage is calculated between the two devices – hard drive (NTFS) vs player (FAT32).

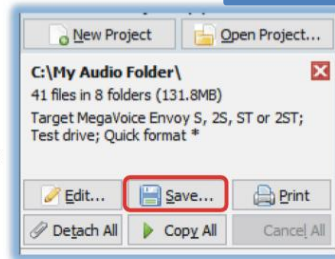
10. In the vast majority of cases, the process described above is always successful. If for some reason the load was not successful (the player line turns red) try the following:
 - a. Review all the settings on the different screens. If something looks amiss, please make the change and try again.
 - b. If the completion message was “Unmatched”, review section [10: File verification](#).
 - c. If you are still not sure what the problem is, [click here to contact MegaVoice for assistance](#).

11. If the load was successful, but the player beeps and turns off, or enters Pause Mode instead of playing, or does not work or navigate correctly, please [review the rules](#) on the “Tag” tab as well as the “Detail File List” tab for any folders or files tagged in red.

You could also [open the user guide](#) (using the link in the rules) and review the folder structure and file rules and/or troubleshooting sections.

12. **Before you close SaberCopy!!!** If you need to repeat the above steps at a later date to load other players, using the same configuration, you can save the project for easy re-use. SaberCopy will “remember” all the settings in the project file.

Simply click on the “Save” button in the project window. Give the file a recognizable name (but leave the file type as “.saber”) and click “Save” again. Because the template projects are stored in a system folder, you must save your copy to a different folder on your computer (“My Documents” is typically used for this). To open the



An internal hyperlink when tapped will navigate directly to that page and position

An external hyperlink to a website. Envision will ignore this type of hyperlink if tapped.

**A document is zoomed in showing the actual width of the page and the Bookmarks panel is closed. This provides maximum readability of the document.*

Information Screen

Presented on this screen is basic information about the MegaVoice Envision.



Device Options

Tap this icon to go to a secondary screen for Device Test, Device Options and Interactive Firmware Update.

Regulatory info

Tap this icon to display all regulatory and certification information applicable to the Envision.



Sleep mode

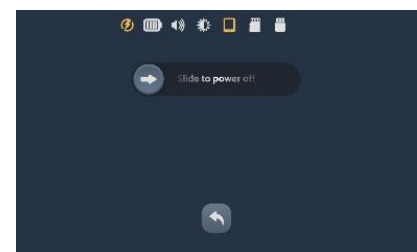
Tap this icon to put the player in Sleep mode. This is the same as a click on the [power button](#) to turn the screen off. The player is still "on", just without screen display. A click on the power button, or a tap on the screen, will also turn the screen back on. *This feature is disabled in A/V mode.*

Restart

Tap this icon to restart (reboot) the player. A dialog will be displayed with a slider to confirm restart. Moving the slider all the way to the right will execute the restart procedure.

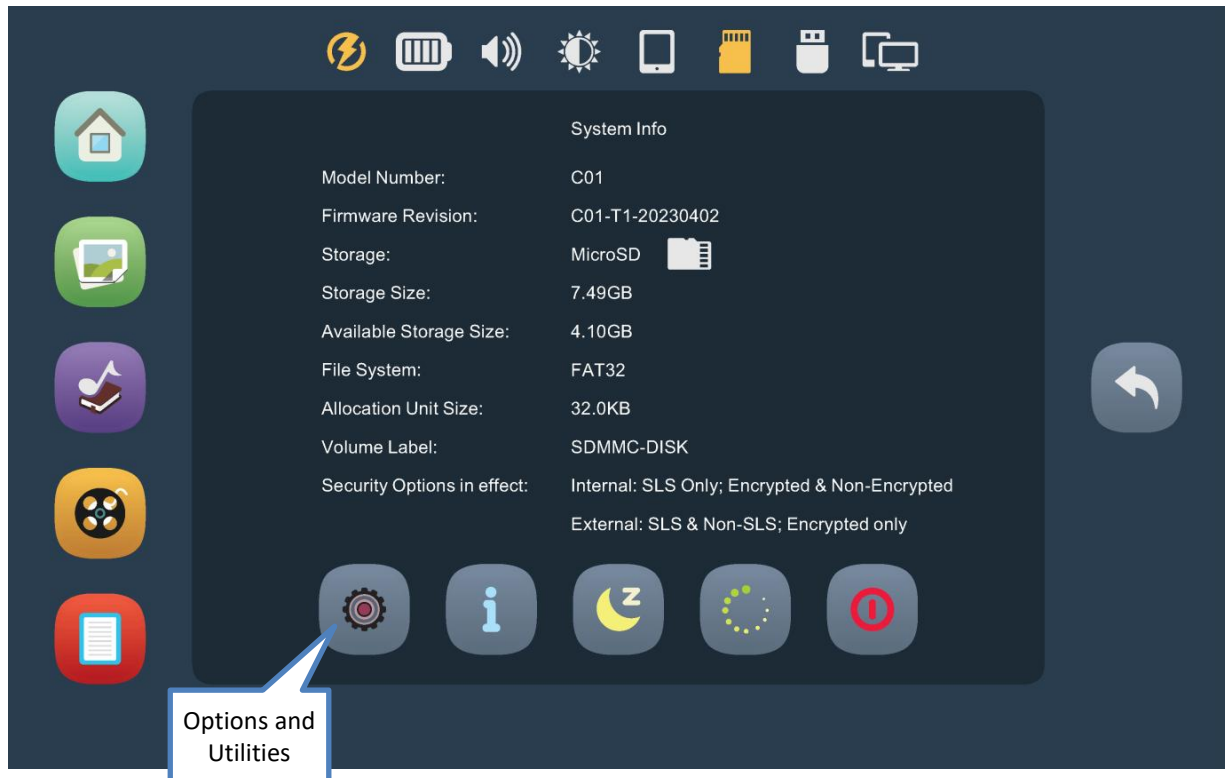
Power off

Tap this icon to turn the player off. A dialog will be displayed with a slider to confirm shutdown. Dragging the slider all the way to the right will execute the power-off procedure. Pressing and holding the [power button](#) for 2 seconds will also display the power-off dialog.



Options and Utilities

The Envision includes a series of built-in technician's screens for diagnostics as well as Interactive Firmware Update. They are mostly self-explanatory. To access the Technician's Test Screens, go to the [Information Screen](#) (below) and tap the Options and Utilities button.

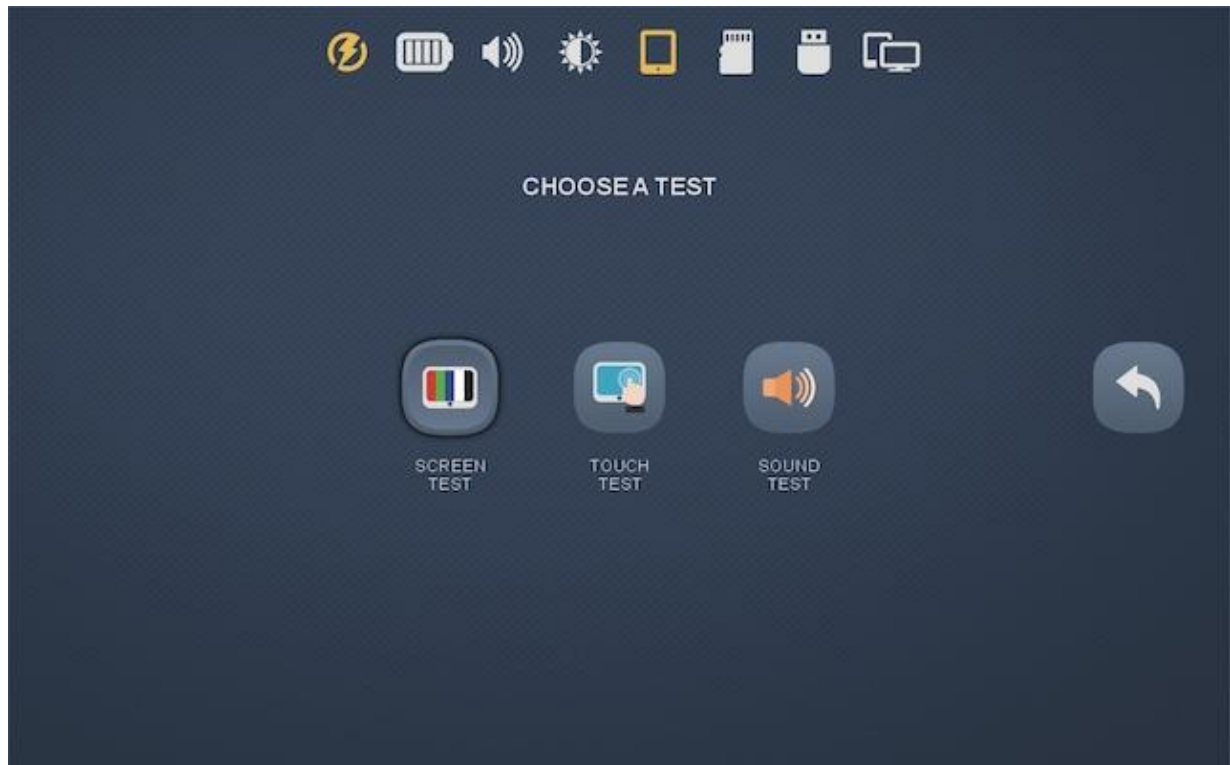


Options and Utilities Screen

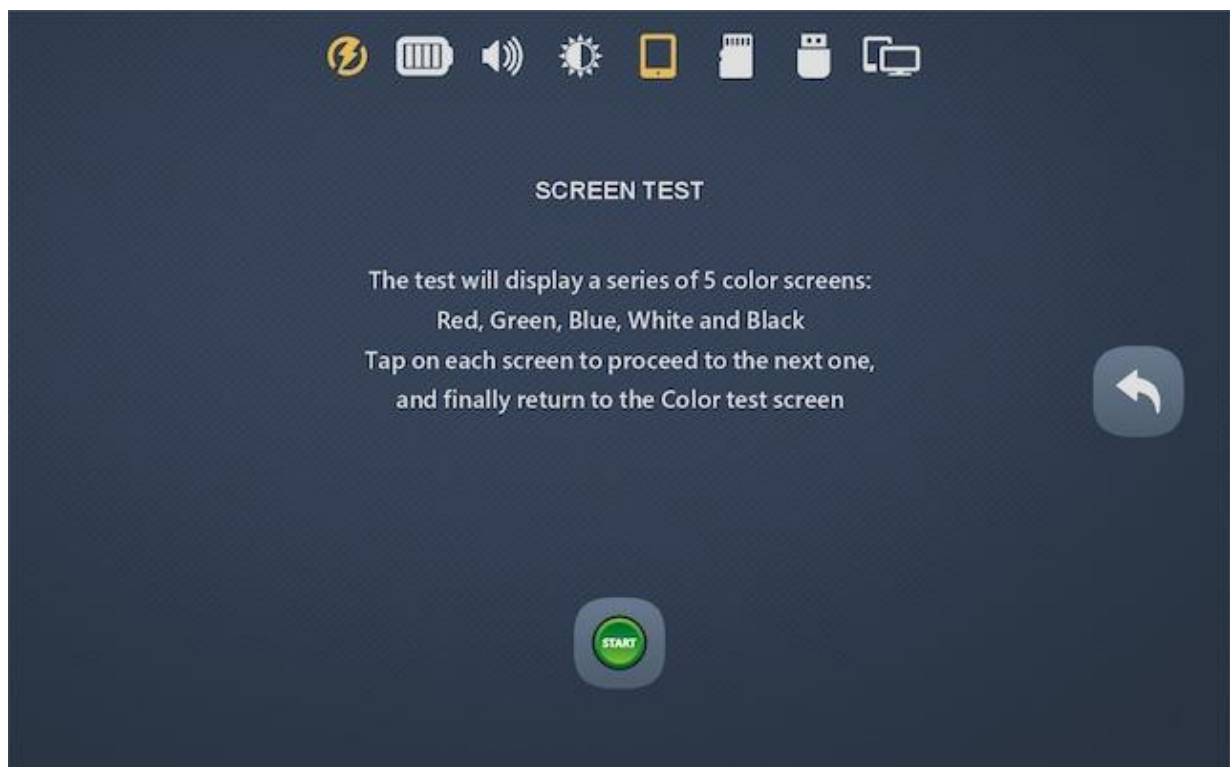
To access the test screen options, tap on DEVICE TEST.



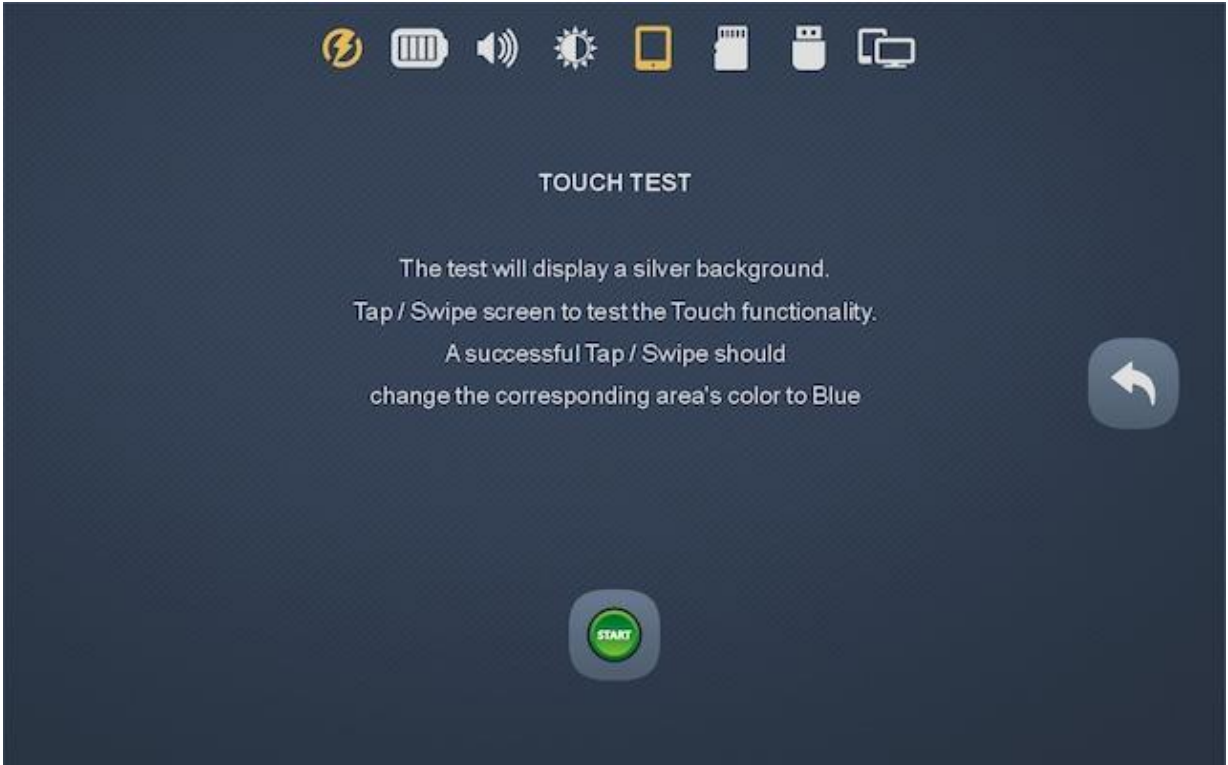
Device Test Screens



Screen Test



Touch Test



Sound Test

There are internal files that facilitate the execution of the 6 sound tests below:

- | | | |
|----------|--------------------|------------|
| • L/R | Left/Right test | L-R.mp3 |
| • Mono | Mono test | Mono.mp3 |
| • Center | Stereo center test | Center.mp3 |
| • 100Hz | 100 Hz sound test | 100hz.mp3 |
| • 1kHz | 1 kHz sound test | 1khz.mp3 |
| • 5kHz | 5 kHz sound test | 5khz.mp3 |

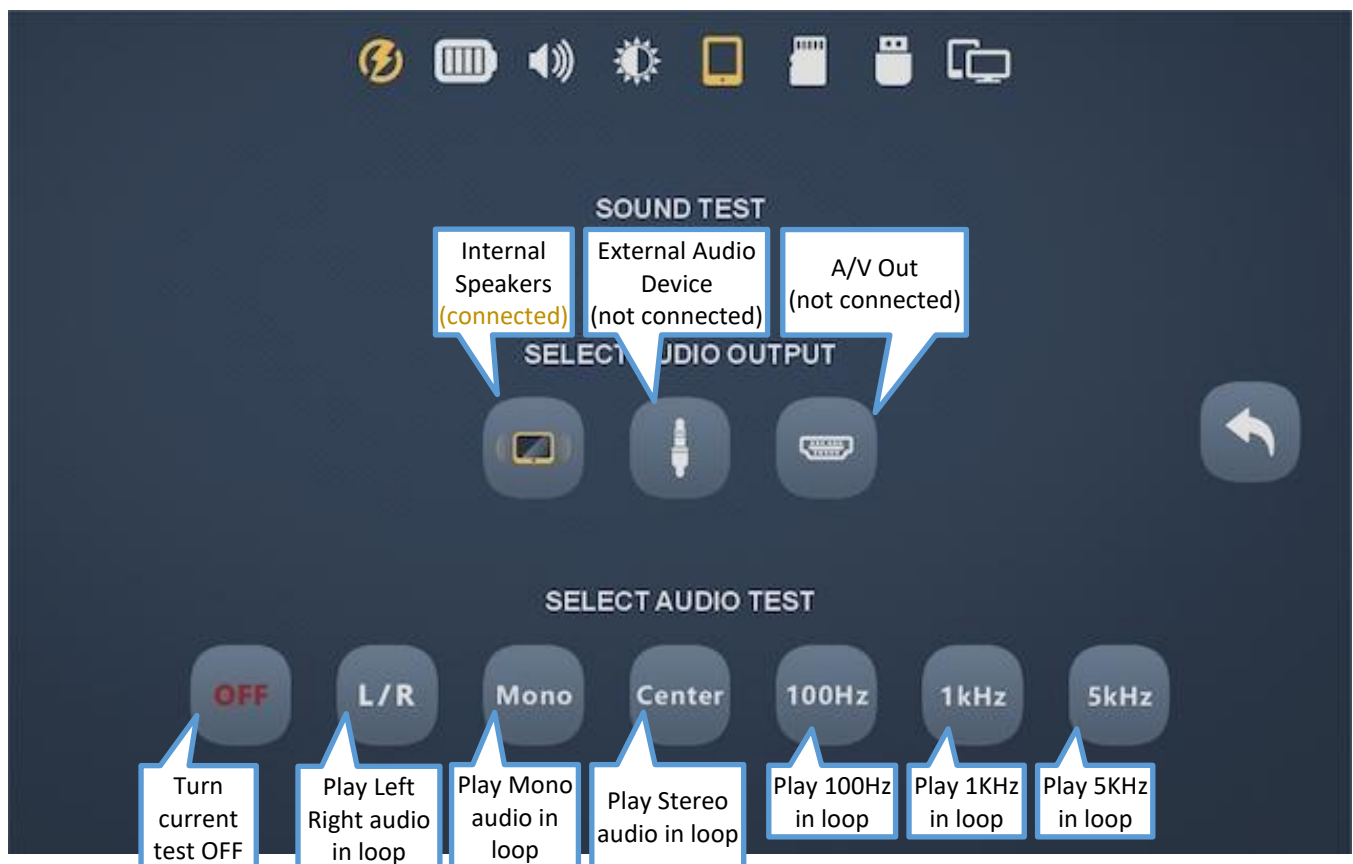
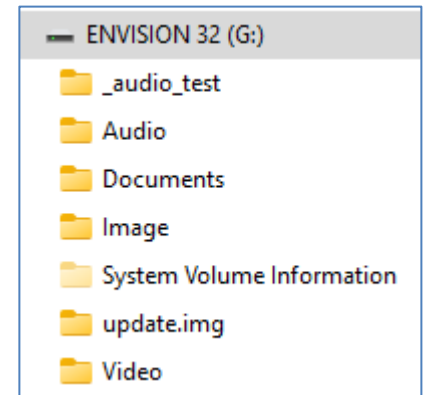
Envision C Series **includes** these files in the firmware. If you wish to *customize* (override) those files, they must be present in a separate folder named **_audio_test** (take note of the underscores) in the root of the storage device. It is recommended that the folder be present in the internal storage, but it can also be placed on a currently connected external microSD and/or external OTG.

[You may download the folder and files from MegaVoice by clicking here.](#)

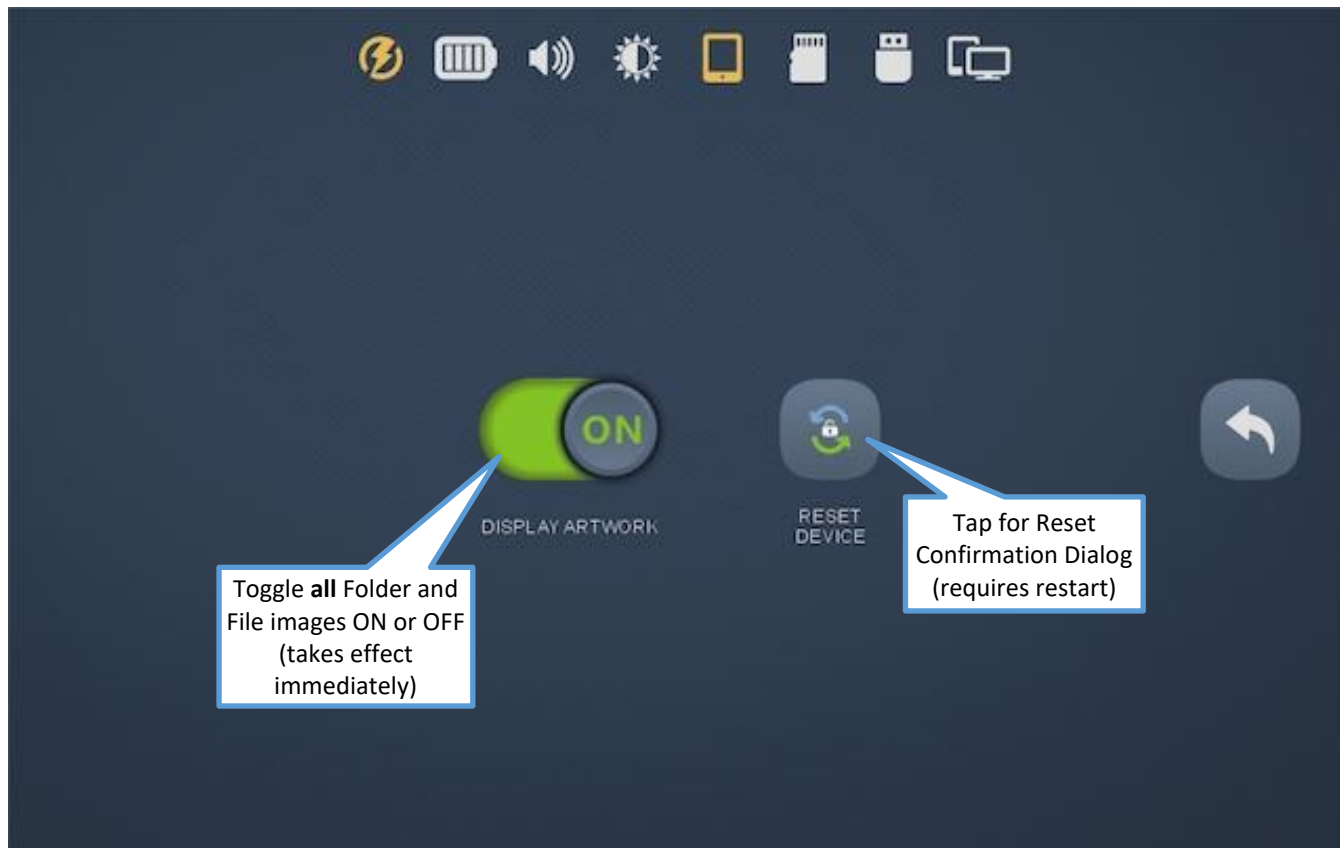
Envision will first search for the files in the internal storage, then external microSD and finally external OTG. If any of the files are not found, the corresponding test button(s) will be disabled to prevent execution.

The files may be encrypted but do not have to be. If they are encrypted, the special tag “\$ME” added by the Encryption Tool must be removed from the name.

Each sound test will continue to play until tapping the **OFF** button or exiting the Sound Test screen.



Device Options Screen



Display Artwork

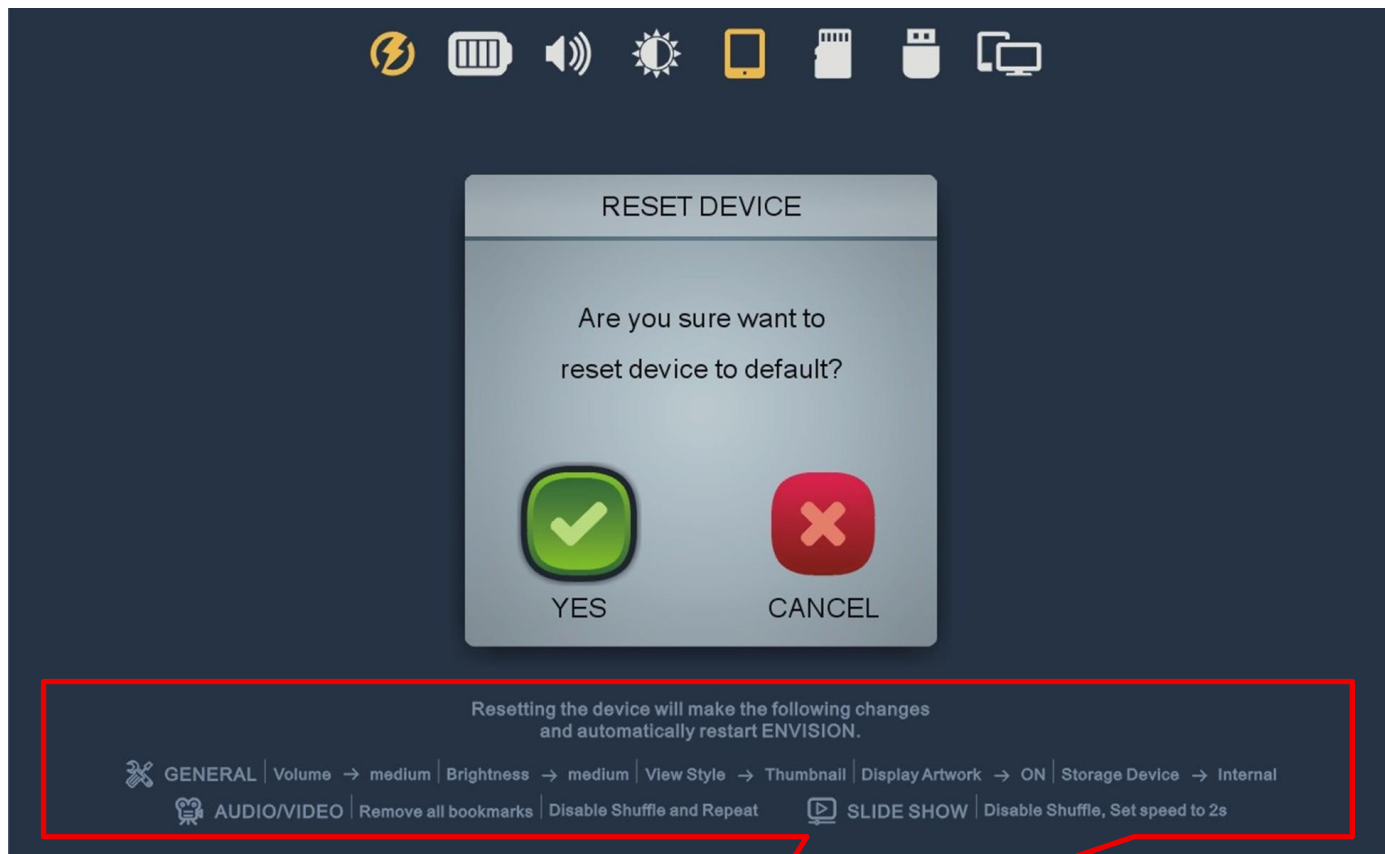
This feature turns the display of **all** Album Artwork thumbnails on or off. The default setting is ON. Tap the icon to toggle the setting. This option only applies when there are associated image files included in the appropriate places in the folder structure. [Please see here for more details.](#)

Reset Device

Tap the Reset Device button.



The following confirmation dialog is displayed. The default values are listed at the bottom of the screen (circled in **red**). If you respond YES, the settings listed are reset immediately and then Envision restarts. If you tap CANCEL, nothing is changed.



- GENERAL
 - Volume to medium
 - Brightness to medium
 - View Style to Thumbnail
 - Display Artwork to ON
 - Storage Device to Internal
- AUDIO/VIDEO
 - Remove all bookmarks
 - Disable Shuffle and Repeat
- SLIDE SHOW
 - Disable Shuffle
 - Set speed to 2s

Firmware Update

The Interactive Method

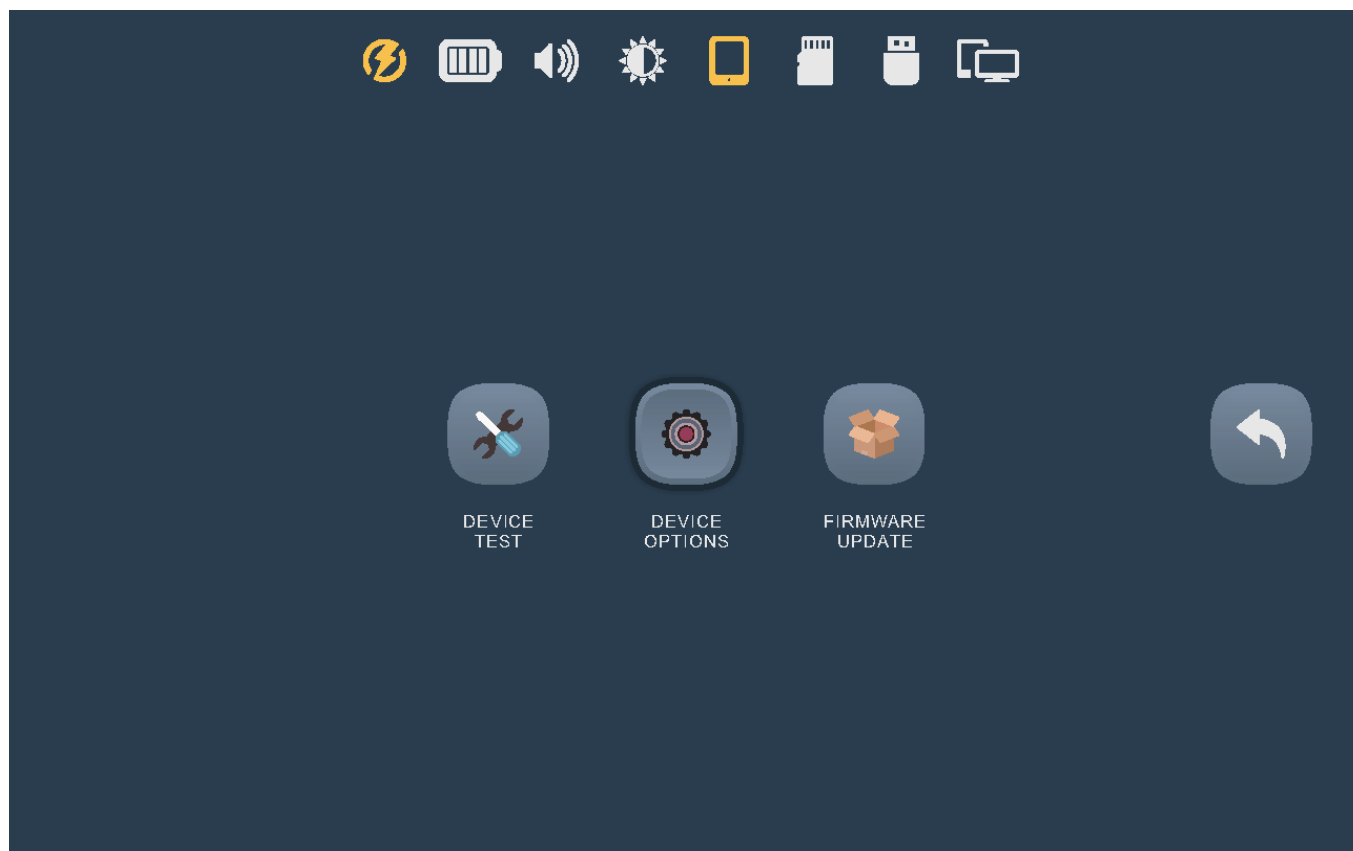
1. There are two methods of firmware update: Interactive and Automatic. The Interactive method is available from the Device Options screen. Currently firmware update is supported using microSD **only**. We recommend using a microSD card freshly prepared by formatting it as FAT32/8K (allocation unit size).
2. Once the microSD has been prepared, create a folder in the root named “update.img” (without the quotes). Copy all the IMG files you wish to store to the “update.img” folder. MD5 verification files may also be stored with the firmware files. The Envision will ignore them.
It’s always a good idea to verify the firmware file(s) after copying them using [MD5Checker](#).

3. Your microSD should look something like this:

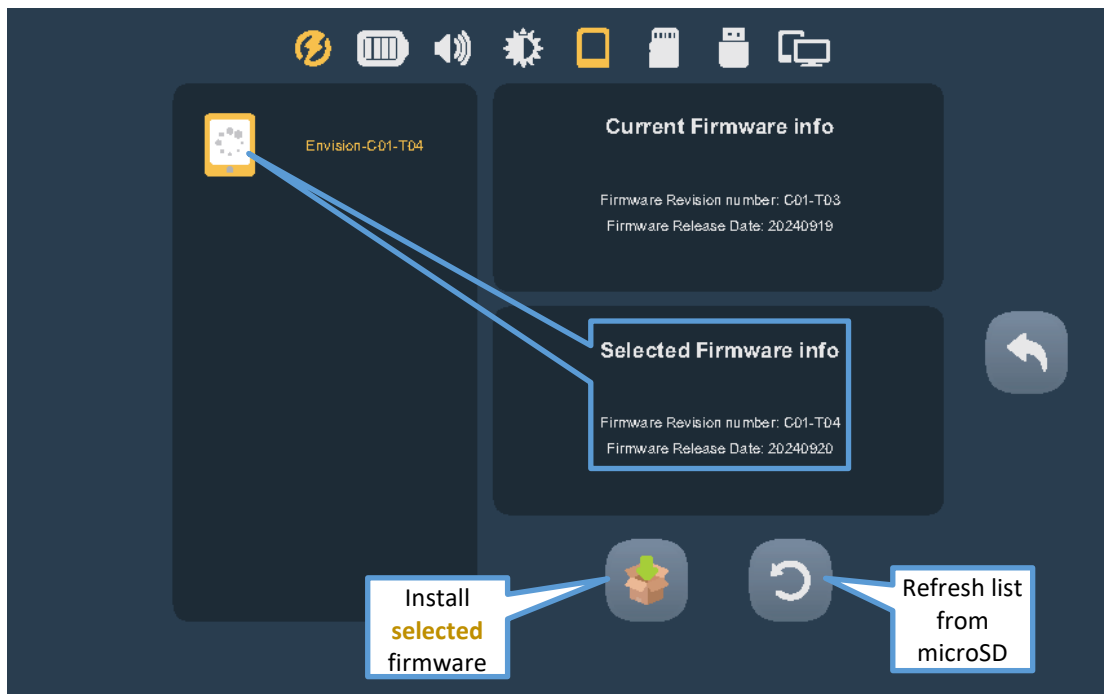
UPDATE-IMG (D:)		Name	Date modified	Type
System Volume Information		update.img	22/06/2023 12:42	File folder
update.img		System Volume Information	30/07/2024 10:55	File folder

**System Volume Information is a hidden folder and may not be visible on your system.*

4. Once the folder is created on the microSD, insert the card and select it. Then from the Information Screen, select the [Options and Utilities Screen](#), tap the DEVICE OPTIONS button. And from there tap the FIRMWARE UPDATE button.




Firmware Update Screen



5. Select the firmware file for update in the list on the left by tapping on it. The firmware details will be displayed under Selected Firmware info section on the lower right.

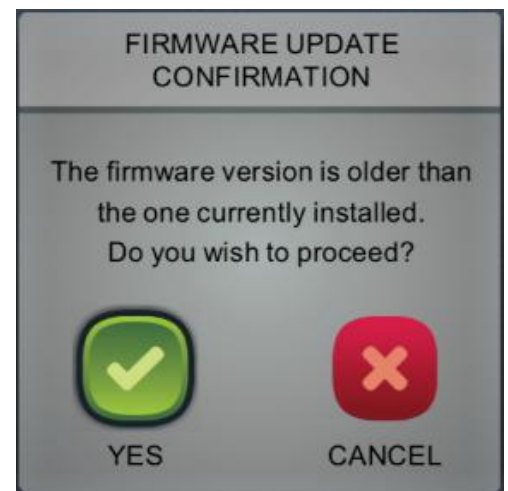
If the correct storage is selected and the list is empty, tap the refresh button.

Once the correct firmware file is selected, tap the install button  to begin the update process. A confirmation dialog will be displayed.



IMPORTANT! If the firmware file you select is a version older (prior) than the currently installed firmware, you will receive a warning dialog like that to the right. You should never be installing an earlier version of firmware than the most current *unless explicitly directed to do so by MegaVoice technical support staff*. Doing so could cause irreversible damage to the tablet.

6. If you proceed with the update, the screen will display “Updating firmware...” with a progress bar. The process only takes about 15 seconds.
7. When the update completes, a message will be displayed, and you will be asked to remove the microSD card. As soon as you remove it, Envision will automatically restart.
8. Once Envision has restarted, you can verify the update by tapping on the “Information Screen” button from the Home Screen to see the [current firmware revision](#).



The Automatic Method

1. The Automatic Method can only be executed from microSD. You will need a working microSD card to accommodate the firmware file in question. Typically, firmware files for Envision C are around **1GB** in size.
2. If the card has content, perform a Windows “Quick Format” to make sure it is void of any foreign files. If you cannot perform a format, delete all current content.
 - a. You can use a card that already has data on it, but we recommend using a freshly formatted card reserved for this purpose.
 - b. It is recommended to format as FAT32 with 8K allocation unit size.
3. Copy the correct firmware file and the corresponding MD5 file to the formatted card (to the root – *not* within a folder). Using MD5Checker, verify the IMG file to make sure the copy was successful. The update process will ignore the MD5 file.
4. Rename the copied firmware file (on the microSD card) to “auto.img” (without the double-quotes).
 - a. **To use this method, it is critical that there is one and only one IMG file in the root folder. Envision may lock up if there are multiple IMG files present.**
 - b. **Keep in mind that once you rename the file, you cannot tell which firmware the file actually is so it’s important to keep track of this. The simplest way to know is from the MD5 file that was copied in an earlier step since it is not renamed.**
5. **Eject** the card from your computer.
 - a. It is important to eject the microSD card to make sure it was not in use (by Windows) when you remove it. Not doing so could leave the “auto.img” file in a state where Envision cannot access it.
 - b. In File Explorer, right click on your card and choose “Eject”.
 - c. Wait until Windows displays a message that it is safe to remove the device, and then remove it.
6. Insert the card into the microSD card reader of the tablet.
 - a. If the tablet is ON, it will begin the firmware update automatically.
 - b. If the tablet is OFF, press and hold the power button for 2 seconds and the firmware update will begin.
7. Once the firmware update is complete, Envision displays a message instructing you to remove the card. At this point, you should remove the card (and re-insert a data-card if you have been using one).
8. After a few seconds, the tablet will restart and display the Home Screen.
9. Once Envision has restarted, you can verify the update by tapping on the “Information Screen” button from the Home Screen to see the [current firmware revision](#).



After using the microSD for the update process, the next time you connect the card to a computer, you may get notification from Windows that *“there might be a problem with some of the files on this device...”*. You can respond to “scan and fix” the problem(s). It’s nothing serious and the card may be used again for firmware updates.

Technical

Contact for Technical Support


If you have any questions regarding the topics discussed in this user guide, please feel free to contact MegaVoice at megavoice.com/support for assistance.


Charging Instructions



The MegaVoice Envision is powered by an internal Lithium-Ion battery. With proper care, the battery should perform well for several years. When shipped, the battery is only partially charged. Before use, it is recommended to fully charge the Envision.

Using the “Type-C to Type-A USB” cable (shown at right) that came with the Envision, you can easily charge the tablet using one of the methods below:



 For fastest charge connect a “USB-C” **charger** ² (regulated **5V2A DC**, minimum **300mA**) to the [Type-C USB port](#) on the back of the tablet until the charging icon stops blinking.¹ A **Power bank** or **solar panel** ³ may also be used.

 Connect the tablet from any standard computer USB port to the [Type-C USB port](#) on the back of the Envision until the charging icon stops blinking. ¹

If the tablet is on, a charging icon  will appear at the [top left of the screen](#). While charging, this icon will blink. When the battery is fully charged, the icon will stop blinking but becomes **highlighted**  and remains displayed as long as the USB cable is connected.

¹Actual charge time will vary according to the current battery capacity and charging source.

²A USB wall charger with 5V 2A output is by far the recommended charging method.

³A solar panel is the least stable/reliable among wall charger, power bank or solar panel.


⁴While connected to a charging source, the [small LED](#) will remain lit (whether Envision is on or off).


Bookmarking

Bookmarks are automatically stored in memory and will persist while Envision is on. But when an input storage device is formatted with FAT32 file systems, Envision can also save those bookmarks to the storage media.

The following bookmarks will persist on the input device until intentionally changed:

- Last folder accessed
- Last sub-folder accessed (if any)
- Last file accessed within a folder
- Last playback position (Audio/Video) or page (Document) within each file previously accessed

¹  To ensure that bookmarks are properly saved, return to the Home Screen before removing external devices.

²  Some microSD or OTG devices may not be compatible for saving of Bookmarks. The problem is under investigation and is scheduled for revision soon.

Input Devices

Internal Storage

Internal storage size is determined per order at the time of assembly.

For **read and write** access, Envision supports the following file system formats:

- FAT32
- NTFS²
- exFAT²

microSD card¹³

The following card **types** are supported in up to 128GB capacity:

- microSD
- SDHC
- SDXC

For **read and write** access, Envision supports the following file system formats:


- FAT32
- NTFS²
- exFAT²


OTG¹³

Most common OTG devices with a USB Type-A connector are supported in up to 128GB capacity:


For **read and write** access only, Envision supports the following file system formats:

- FAT32
- NTFS²
- exFAT²

¹  Envision may not recognize devices formatted with unusual File System/cluster size combinations.

²  If you wish to load files that are greater than 4GB in size, NTFS or exFAT must be used.

When using NTFS, max cluster size should not exceed 32K. NTFS/4K is the recommended choice for optimal loading speed.

³  Some microSD or OTG devices may not be compatible for saving of Bookmarks. The problem is under investigation and is scheduled for revision soon.

Input Device Formatting

Below are details for the File Systems supported on the 3 types of media for Envision (Internal, microSD, OTG¹) with their respective limitations.

File System	Allocation Unit Sizes supported ² (tested and verified) for Envision	Limitations and exceptions
FAT32	4K, 8K, 16K, 32K, 64K (all available)	Will <u>not</u> support files greater than 4GB.
NTFS ³	4K, 8K, 16K, 32K	Envision will not recognize a device with an allocation unit size greater than 32K. Will support files greater than 4GB in size. When used on microSD, <i>sometimes</i> a reboot is required after the device is connected for Envision to properly recognize it.
exFAT ³	4K, 8K, 16K, 32K, 64K, 128K, 256K, 512K, 1M, 2M, 4M, 8M, 16M, 32M (all available)	The most robust option for larger size removable media. Will support files greater than 4GB in size.

¹When an OTG device is connected, it may take Envision a few more seconds to recognize it compared to microSD.

²Allocation unit sizes smaller than 4K may work but are not listed since they are so small and not recommended.

³Envision struggles somewhat to automatically generate thumbnails in the Image browser screens with NTFS or exFAT. The larger the allocation unit size, the more time it takes to render the thumbnails.

For more details on the 3 supported File Systems and their differences, please see [here](#) and [here](#).

Certifications

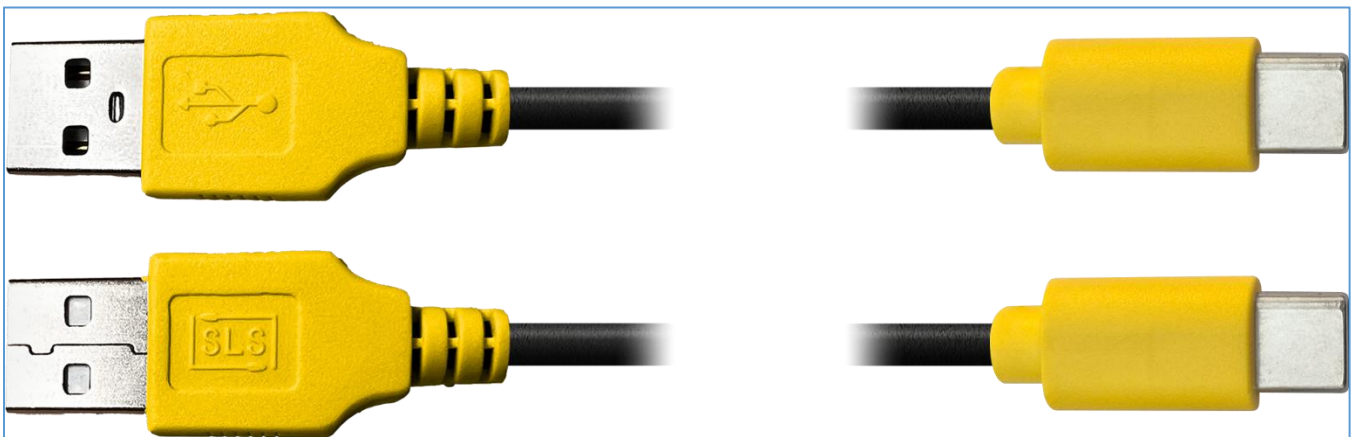


This device complies with part 15 of the FCC Rules.
Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by
the manufacturer could void your authority to operate this device.

SLS-V2-A cable

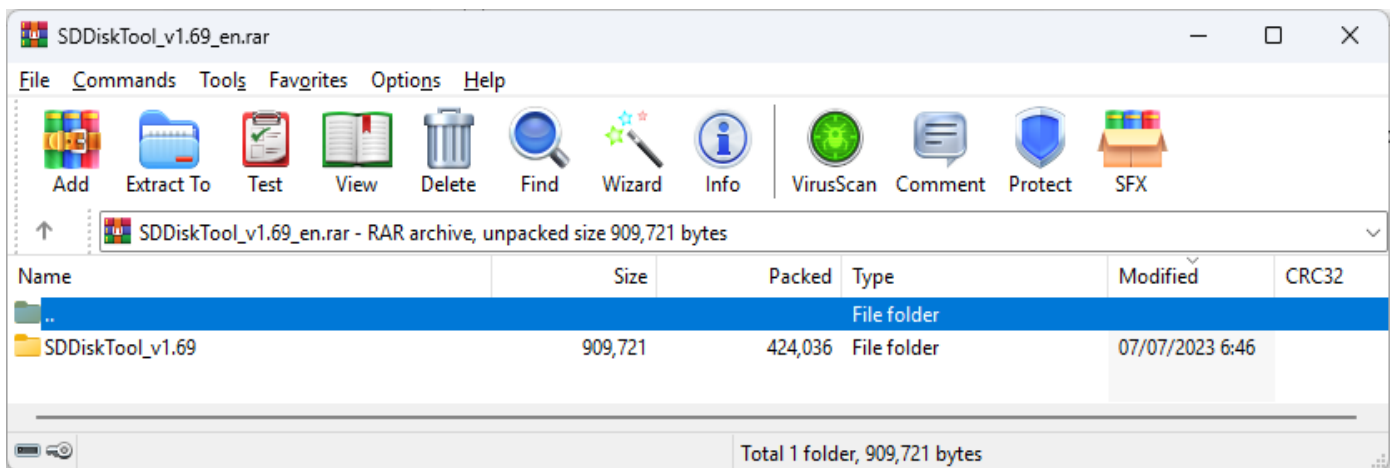


Emergency Bootable microSD

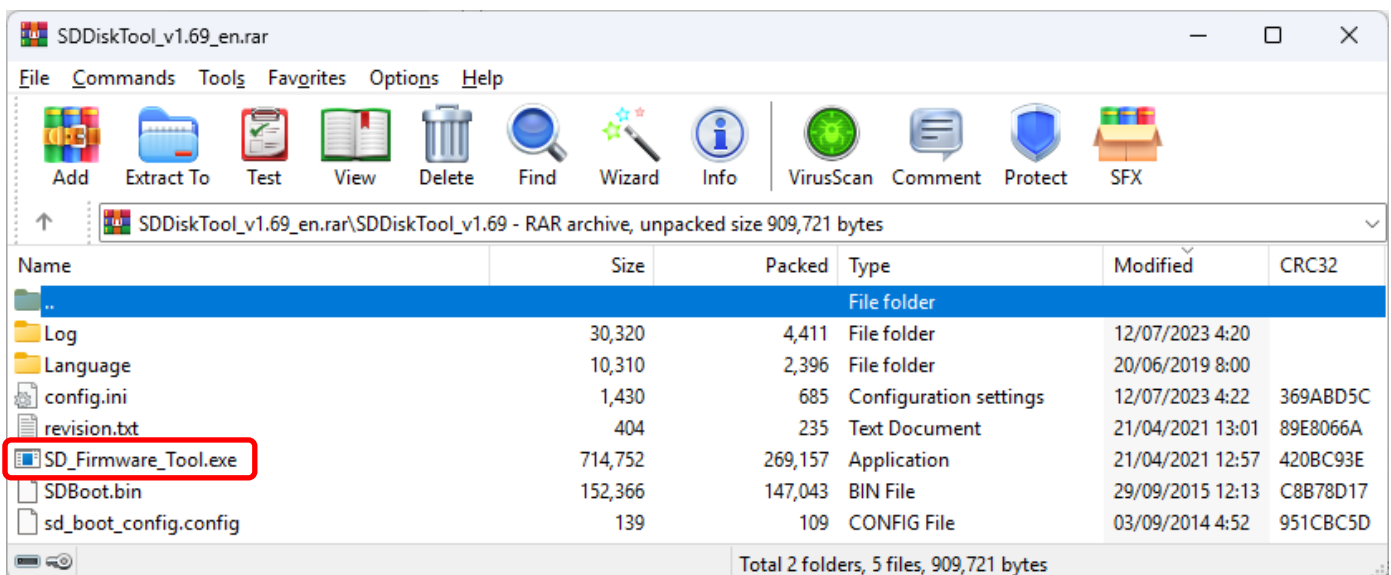
In the rare occurrence that an Envision tablet becomes non-responsive and will not boot, or locks up during startup, the emergency bootable microSD should be used to solve that problem.

Following are the steps necessary to create an emergency bootable microSD card.

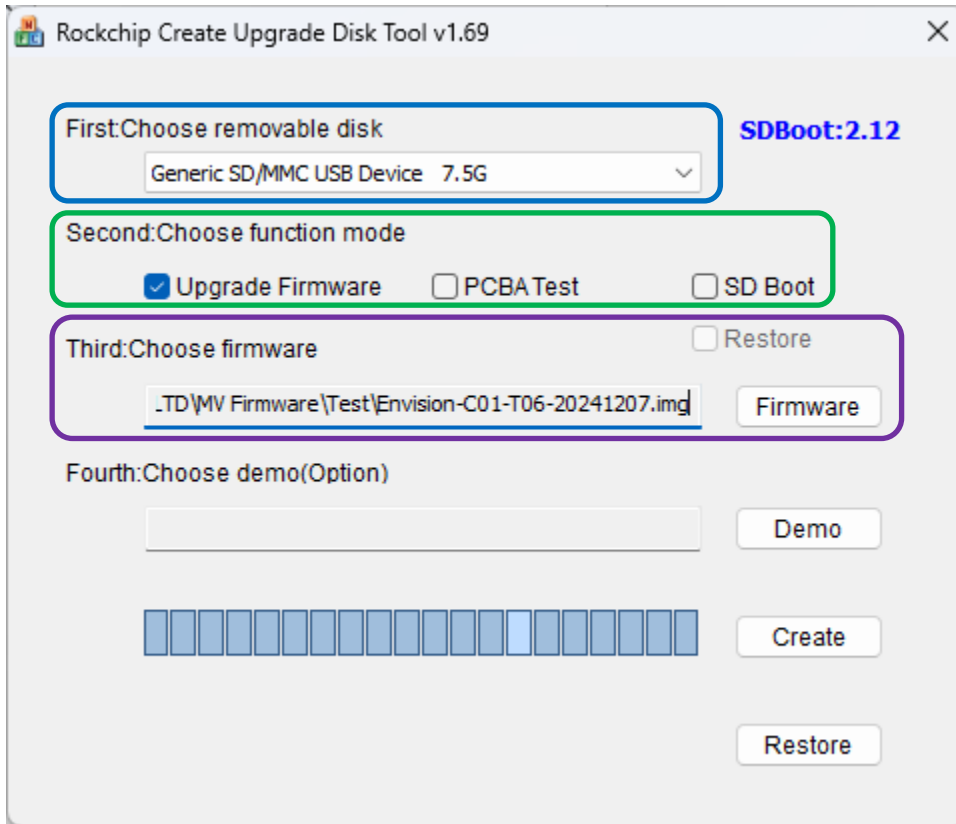
1. [Click here to download the following compressed folder package \(RAR\) to your computer.](#)
2. Using your preferred ZIP/RAR utility, extract the contents to your desktop or other convenient location on your computer.
3. The contents of the RAR file should be as follows:



4. Extract the contents of the RAR file to the location of your choice.
5. Navigate to that location, and open the folder "SDDiskTool_v1.69". The contents should be as follows. Double-click on the application "SD_Firmware_Tool.exe" (circled in red) to start it.



6. When the application starts, you should get a screen like this:



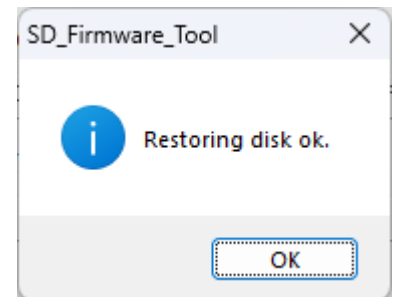
7. Connect the microSD card you wish to use to the computer (via USB adapter or microSD reader).
a. The utility will format the microSD card so all content on the card will be lost!
b. An 8GB card is more than sufficient.

8. Select the card in the dropdown **circled in blue**.

9. In the second step (**circled in green**) make sure only “Upgrade Firmware” is selected.

10. In the third step (**circled in purple**) click on the “Firmware” button, navigate to where Envision firmware is stored, and choose the firmware version to use for the emergency upgrade.
a. Ideally this would be the same version as is currently installed.

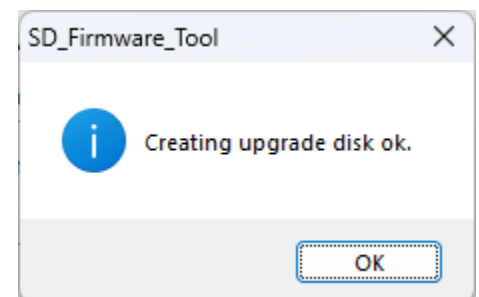
11. Click on the “Restore” button. Click on “Yes” to the confirmation that data will be lost on the card. Allow the tool to work until “Restoring disk ok” is displayed.



12. Now, click on the “Create” button. Click on “Yes” to the confirmation that the card will be formatted and data lost.

13. Allow the application to work. You will get a success pop-up when the process is complete.

14. The process is now complete. Label and store this microSD in an accessible place for use in the future if/when needed. We recommend renaming the volume ID of the card to “EMERGEN-C01” for easier identification later.



Problems with the Envision?

If the tablet will not turn on, or does not operate properly, please try the following:

1. Please make sure the battery is charged per [Charging Instructions](#). After charging, try to turn the player on. If the battery will not charge it must be replaced by a qualified technician.
2. Make sure that the proper input device is connected, selected and [recognized](#) by the tablet. Make sure it has been properly formatted and prepared with media files using the [recommended structure and naming](#). See [Input Device Selection Screen](#) and [Input Devices](#) for more details.
3. If the tablet is ON but not responsive, insert a paper clip into the [hardware reset](#) hole on the back of the player next to the power button. Gently press on the internal switch, which disconnects and reconnects the battery and restarts the tablet.
4. If the above did not help, please contact us at megavoice.com/support for assistance.

Warnings

- Care must be taken to set the volume at the lowest level that can be heard comfortably. Prolonged exposure to loud sound can cause gradual hearing loss.
- DO NOT expose the player or battery to fire, extreme heat or intense direct sunlight.
- STOP using the player if you observe abnormal heat, odor, discoloration, leakage or deformation. Refer to a qualified technician for service.
- The Envision battery should only be removed by a qualified technician. If removed, handle it with care. Keep the exposed battery out of reach of children. DO NOT burn, puncture, disassemble, or modify the battery.
- If the battery leaks, dispose of it carefully in accordance with all local laws. Wash any skin or clothing exposed to battery liquid and avoid swallowing or contact with eyes. In the case of swallowing or contact with eyes, seek medical care immediately.

MegaVoice Limited Warranty

MegaVoice Ltd. ("MEGAVOICE") warrants that the retail hardware product herein ("PRODUCT") is free of material defects in materials and workmanship that result in PRODUCT failure during normal usage, according to the following terms and conditions:

1. This limited warranty ("WARRANTY") extends only to the original end-user purchaser and holder of this WARRANTY ("YOU" or "YOUR") and is not transferable or assignable to any subsequent purchaser.
2. The PRODUCT must have been purchased from an authorized MEGAVOICE agent, or distributor, as new, and YOU must provide proof of purchase of said PRODUCT by making available a dated itemized receipt, or invoice, ("PROOF OF PURCHASE") to be eligible for this WARRANTY.
3. It is YOUR responsibility to return the defective MEGAVOICE PRODUCT to the organization that provided it to YOU ("PROVIDER") together with a clear description of any alleged defect(s).
4. During the WARRANTY period (as defined below), MEGAVOICE will, at its sole discretion, repair or replace any defective parts or any parts that will not properly operate for their intended purpose, with new or refurbished parts if such repair or replacement is needed.
 - a) The WARRANTY for the PRODUCT extends for **one (1) year** from the date as determined by PROOF OF PURCHASE ("WARRANTY PERIOD"). The WARRANTY PERIOD will be extended by each whole day that the PRODUCT is out of YOUR possession for repair under this WARRANTY.
 - b) MEGAVOICE will pay for the labor charges incurred by MEGAVOICE in repairing or replacing the defective parts during the WARRANTY PERIOD.
 - c) YOU will not have to pay for any such replacement parts.
 - d) MEGAVOICE also warrants that the repaired or replaced parts will be free from defects in material and workmanship for a period of ninety (90) days from the date of repair or replacement, or for the remainder of the WARRANTY PERIOD, whichever is greater.
5. MEGAVOICE does not warrant uninterrupted or error-free operation of the PRODUCT. MEGAVOICE is not under any obligation to support the PRODUCT for all operating environments, including but not limited to, interoperability with all existing and/or future versions of software or hardware.
6. If a problem develops during the WARRANTY PERIOD, please contact YOUR PROVIDER for instructions on where to send YOUR PRODUCT.
 - a) The PROVIDER must provide to MEGAVOICE PROOF OF PURCHASE of the PRODUCT.
 - b) YOU will bear the cost of shipping the PRODUCT to your PROVIDER (or to MEGAVOICE, per the instructions of the PROVIDER). MEGAVOICE will bear the cost of shipping the PRODUCT back to YOU after completing the WARRANTY service.
 - c) YOU should only return the defective item(s). MEGAVOICE will not be responsible for other products or accessories returned together with the defective item.

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7. The WARRANTY does not apply to the following:

- a)** Damage caused by normal wear and tear, abnormal use or conditions, misuse, neglect, abuse, accident, improper handling or storage, exposure to moisture, unauthorized modifications, alterations, or repairs, improper use of any electrical source, undue physical or electrical stress, operator error, non-compliance with PRODUCT instructions or other acts which are not the fault of MegaVoice, including damage or loss during shipment.
- b)** Damage from external causes such as floods, storms, fires, sand, dirt, earthquakes, an Act of God, weather, moisture, heat, corrosive environments, electrical surges, battery leakage or theft.
- c)** Damage to either the MEGAVOICE PRODUCT or to any foreign device or media caused by connecting the MEGAVOICE PRODUCT to any foreign device or media not specifically approved and recommended by MEGAVOICE technical support.
- d)** Any PRODUCT that has had its serial number altered, defaced or removed.
- e)** Any defect occurring after the expiration of the WARRANTY PERIOD or where MEGAVOICE was not advised in writing of an alleged defect or malfunction within seven (7) days after the expiration of the WARRANTY PERIOD.

8. MEGAVOICE's limit of liability under the WARRANTY is the actual cash value of the PRODUCT at the time YOU return the PRODUCT for repair (e.g., the purchase price of the PRODUCT less a reasonable amount for usage). MEGAVOICE will not be liable for any other losses or damages. These remedies are YOUR exclusive remedies for breach of WARRANTY. Any action or lawsuit for breach of WARRANTY must be commenced within eighteen (18) months following the purchase of the PRODUCT.

9. The foregoing WARRANTY is YOUR sole and exclusive remedy and is in lieu of all other warranties, expressed or implied. To the extent permitted by applicable law, MEGAVOICE hereby disclaims the applicability of any implied warranty of merchantability, fitness for a particular purpose or use for the PRODUCT. If such a disclaimer is prohibited by applicable law, the implied warranty is limited to the duration of the foregoing limited written WARRANTY.

10. MEGAVOICE will not be liable for any indirect, incidental, special, punitive or consequential damages, or damages, including but not limited to any lost profits, savings, data, or usability, any third party claims, and any injury to property or bodily injury (including death) to any person, arising from or relating to the use of this PRODUCT, or arising from breach of the WARRANTY, breach of contract, negligence, tort, or strict liability, even if MEGAVOICE has been advised of the possibility of such damages.

11. This WARRANTY gives YOU specific legal rights. YOU may also have other rights, which vary from state to state and country to country. Some states and countries do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to YOU. This is the entire WARRANTY between YOU and MEGAVOICE and supersedes all prior and contemporaneous agreements or understandings, oral or written, relating to the PRODUCT, and no representation, promise or condition not contained herein will modify the afore-mentioned stated terms.

Troubleshooting Envision

Symptom	Cause/Solution
Envision will not turn on	<p><i>Low Battery</i></p> <ul style="list-style-type: none"> Make sure the battery is charged per Charging Instructions <p><i>Tablet needs to be reset</i></p> <ul style="list-style-type: none"> Gently insert a paper clip into the hardware reset hole on the back of the tablet and press, then try to turn Envision on. <p><i>Possible boot sector or unallocated partition on external microSD</i></p> <ul style="list-style-type: none"> There are occasions where some new, large capacity microSD cards come with a boot sector or unallocated partition defined. This confuses Envision and prevents it from starting up. Use DiskGenius to detect and correct this issue.
No sound	<p><i>Volume is muted</i></p> <ul style="list-style-type: none"> Turn the volume up <p><i>External audio is connected but not working</i></p> <ul style="list-style-type: none"> If an external audio device is connected make sure it is on, working and the volume is turned up If an A/V device is connected, make sure it has functional speakers and that the device itself is not muted <p><i>The file in question has no sound</i></p> <ul style="list-style-type: none"> Verify the same file on a different device to see if it has sound
LED does not light up when USB cable is connected to the computer	<p><i>USB port not providing power</i></p> <ul style="list-style-type: none"> Test with a different “working” USB device Try a different USB port <p><i>If using USB hub, hub is not working</i></p> <ul style="list-style-type: none"> Make sure the hub has power and is turned on (indicator light) Make sure all USB cables are properly connected <p><i>USB cable may be faulty</i></p> <ul style="list-style-type: none"> Replace with a USB cable that “works” Try connecting a different USB device to see if it works Replace the cable with a regular USB charging cable. If the player LED lights up, the other cable is faulty <p><i>Envision LED and/or battery is faulty</i></p> <ul style="list-style-type: none"> Contact MegaVoice for instructions
Envision turns on but immediately powers off	<p><i>Low Battery</i></p> <ul style="list-style-type: none"> Envision requires a minimal battery charge to operate and will turn itself off if that is not the case. See here and here
Envision does not respond or is recognized when connected to the computer with a Type-C cable	<p><i>Tablet may be locked up</i></p> <ul style="list-style-type: none"> Gently insert a paper clip into the hardware reset hole on the back of the tablet and press. Then try to turn Envision on. <p><i>Tablet is OFF</i></p> <ul style="list-style-type: none"> Even if OFF, Envision should turn ON when a cable is connected <p><i>Must be SLS-V2-A or Data cable cable may be faulty</i></p> <ul style="list-style-type: none"> Replace with a known working SLS-V2-A USB Type-C cable <p><i>Other</i></p> <ul style="list-style-type: none"> Try using another computer’s USB port If using a hub, make sure hub is connected to the computer, has power and the port being used is functional

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Symptom	Cause/Solution
An OTG device connected to Envision not recognized by computer when connected via SLS	<ul style="list-style-type: none"> SLS can access the Internal memory or microSD, but not OTG An OTG device must be accessed directly from the computer and not while connected to the Envision
Envision does not display content from external microSD card or OTG The messages “Empty Folder” or “No Valid Content Found” are displayed	<p><i>Content is not encrypted</i></p> <ul style="list-style-type: none"> Content on external microSD/OTG must be encrypted. See Encrypting the files. <p><i>No supported files found</i></p> <ul style="list-style-type: none"> Unsupported files will be ignored – see details here Files not of the supported type(s) for the current selection are also ignored, for example: a PNG file in the Audio folder <p><i>microSD card/OTG not properly seated</i></p> <ul style="list-style-type: none"> Remove, re-insert and try again. If none of the above solves the problem, try a different device.
Slow “write” speed when programming with SaberCopy software	<p><i>For internal storage</i></p> <ul style="list-style-type: none"> See Input Device Formatting . <p><i>For external microSD</i></p> <ul style="list-style-type: none"> This device will load much faster when connected directly to a computer rather than when connected to Envision See Preparing the target storage re: loading speed. <p><i>For external OTG</i></p> <ul style="list-style-type: none"> Not accessible while connected to the Envision. See here. <p><i>Weak CPU capacity on your computer Too many units connected through a single USB Hub The source content is somewhere other than the local PC’s hard drive (i.e. on a network computer or portable device)</i></p> <ul style="list-style-type: none"> Unless you have a high-speed external device where your content files are stored, we recommend always storing your source files on the local computer’s hard drive when loading. We also recommend using <u>powered</u> Hubs, with each Hub directly connected to the computer (not daisy-chained together). <p><i>Allocation unit size is too small</i></p> <ul style="list-style-type: none"> SaberCopy allows you to specify the allocation unit size when formatting a device. See here and here.
Image files and thumbnails display as empty black rectangle	<p><i>Image file is in progressive format</i></p> <ul style="list-style-type: none"> See Image File Formats and Specifications
File or folder thumbnails are distorted or “stretched”	<ul style="list-style-type: none"> See Associating Thumbnail Images for details
Automatic firmware update does not trigger from microSD card	<ul style="list-style-type: none"> Once a proper card is inserted, the update should trigger. If not, try restarting Envision.
Audio/Video playback stops after last file in folder	<ul style="list-style-type: none"> Envision ceases playback after the last file in a folder is played and returns to the folder browser view. If continuous playback is desired, use the Repeat All/One feature.
Large video files cannot be copied to the Envision	Files greater than 4GB in size require the target media to be formatted as either NTFS or exFAT . See here for details .
Thumbnails for folders and files do not display	<p><i>Files not defined correctly – see Album art</i></p> <p><i>File dimensions not close enough to requirements</i></p> <p><i>Files were accidentally encrypted</i></p> <p>Envision cannot display album art files (JPG) if they are encrypted.</p>