



WeWALK

WeWALK Training Manual

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Getting Started

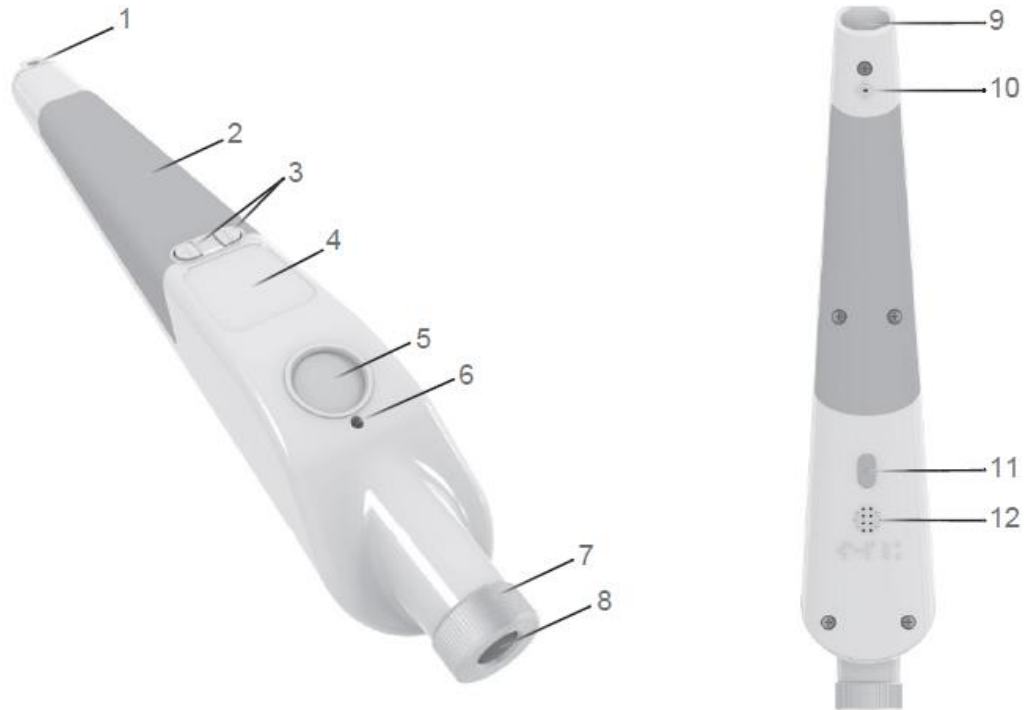
What is inside the box:

- WeWALK smart handle
- Ambutech foldable white cane
- Screw adapter (for attaching the cane to the smart handle)
- Wrist strap
- Roller hook-on tip
- Micro USB to USB cable
- WeWALK User Guide
- WeWALK Getting Started braille guide

Before using WeWALK for the first time:

- We advise that you charge the WeWALK device for about 2 hours to ensure that you get started with a fully charged device.
- Download WeWALK App by tapping on the following link from a smartphone: (<https://wewalk.io/en/app/>).
- Attach the Ambutech white cane to the WeWALK smart handle by using the metal screw adapter supplied with your WeWALK.
- Customize your visual settings.
- Give permission to provide our services.
- Create a WeWALK account.
- Connect your WeWALK Smart Cane and WeWALK App.
- Go to the Tutorials tab in WeWALK app and review Gesture Training and WeWALK 101 audio tutorials.

COMPONENTS OF THE WeWALK SMART CANE



1. Wrist strap hole
2. Soft-touch grip
3. Tactile buttons
4. Touchpad
5. Ultrasonic sensor
6. Front LED
7. White cane adaptor
8. Cane rest
9. Micro USB input
10. Microphone
11. Power button
12. Speaker

Holding WeWALK Smart Cane

WeWALK should be held and used using a regular cane technique and is not a replacement for good cane technique. The cane should be held in the index finger standard cane grip position with the rounder part of the device sitting in the palm of the hand, and the thumb resting on the tactile buttons on top of the device just right below the touchpad. The tactile buttons, touchpad, and ultrasonic sensor should face forward and upwards. WeWALK is designed to detect obstacles between the user's head and waist level, so the obstacles in this range should be detected at a distance of at least 1 meter before hitting the obstacle. For example, a low-hanging sign is at a height of 170 cm and the user is 175 cm tall, so they may hit the obstacle.

When WeWALK gives an obstacle warning during normal use, the user can gently swipe their device to the left and right to detect exactly where the obstacle is located, how wide the obstacle is, and where the obstacle stops blocking your path. When the cane is moved to the right and left, the user can perceive the objects that are in front of them and can confirm the accuracy of the obstacle detection distance. In the event that WeWALK's electronics fail while a user is out, they can still use it as a traditional white cane to reach their destination.





Connecting the App and Smart Cane

The 'Connect WeWALK' button is used to pair WeWALK smart cane with WeWALK app. If WeWALK cane is connected, the connection and battery status can be found on the home screen of WeWALK app. The battery status of WeWALK is displayed in four levels: 100%, 75%, 50% and 25%.

You can disconnect WeWALK from your phone by tapping the 'Disconnect WeWALK' button.

Using the Smart Cane

Turning obstacle detection on/off:

You can use WeWALK app or the smart cane's touchpad to turn obstacle detection on or off.

Using the app:

1. Open WeWALK app
2. Tap the Preferences tab
3. Toggle the obstacle detection switch on/off

You can disable obstacle detection by taking two fingers and placing them on the top of the WeWALK touchpad. Swipe both fingers forwards towards the

bottom of the touchpad (towards the cane tip/ground). You may need to do this 1-2 times until you feel the vibration motor of the touchpad stop vibrating. Once it stops, you know that the obstacle detection has been disabled.

Saving Locations:

WeWALK app allows you to save locations for easy access later on. You can save locations in various sections of WeWALK app. You will need to create a WeWALK account to save locations. Saved places can be found under My Places in the WeWALK app.

To Save a Location from the Home Screen:

1. On the Home screen, tap the Save Location button
2. You will have a chance to Edit the location prior to saving
3. Tap the Save Location button on the screen to save the location

To Save a Location from the Navigate search screen:

1. Tap the Navigate option on the Home screen in WeWALK app
2. Search for a location that you want to save
3. Tap the plus (+) icon (Save Location button) next to the location you are searching for
4. You can edit the location name prior to saving. Then press the Save Location button

To Save a Location from the Explore feature:

1. Tap the Explore feature on the Home screen in WeWALK app
2. Find the point of interest that you want to save and select it
3. Tap the Save Location button on the screen to save it to your My Places

To Save a Location from the Transport feature:

1. Tap the Transport feature on the Home screen in WeWALK app
2. Find the Transport stop that you want to save and select it
3. Tap the Save Location button on the screen to save it to your My Places

Using Explore to find popular places around you:

The Explore feature allows you to find popular places/ points of interest around you.

1. Open your WeWALK App.
2. Tap the "Explore" button on the Home screen
3. Popular places are sorted by category. For example, Restaurants and Cafes, Arts & Entertainment, etc. Select a category.
4. You will be able to review a list of popular places for the category that you've selected. The places will be sorted by distance and their clock direction will also be listed.
5. You can select a point of interest from the list to get more details. You will be able to navigate to it, take an Uber, save the point of interest, and more.

Using the Transport feature for public transportation

You can learn public transportation schedules using the Transport feature in WeWALK app or through the smart cane. This feature is available in most major cities, but if you are not able to use this feature in your city, please send us an email at info@wewalk.io and we would be happy to find out how to get your city added.

To access from the app:

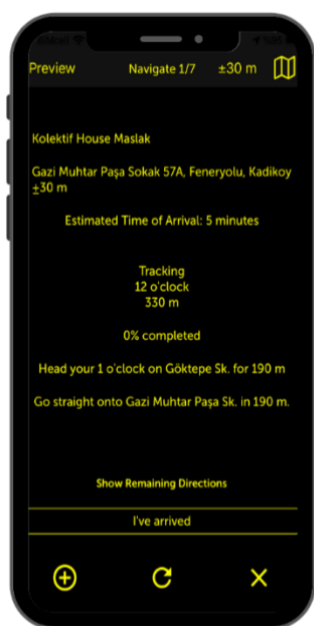
1. Tap the Transport button on the Home screen of WeWALK app
2. A list of public transportation options near you will be listed by distance. Their clock direction will also be listed in this screen. Select one of the public transport options from the list.
3. Tap a public transport option from the list to get more details. From this screen, you can tap the "Transport Lines" icon to get arrival times, get turn by turn directions to the public transport stop, save the stop to your My Places, and more.

Using the Navigate feature to get directions to a destination

You can use the Navigate feature to get step by step directions to get to your destination. To use navigate:

1. Open the WeWALK app and tap the Navigate button on the Home screen.
2. In the search field, type the name of the destination that they would like to navigate to.
3. The search results will start populating the names of the locations that match your search. You can save one of these locations by tapping the 'plus' icon next to any of the locations that appear in your search.
4. Tap the destination that you would like to navigate to.
5. They'll be provided navigation steps on the screen.
6. The screen reader tells the current step and other useful information such as the total distance to the destination, a percent completion counter to help you monitor how far along you are in your navigation, and other helpful details.
7. After you complete a step in your navigation, it will move to the next step.
8. If you want to finish the navigation, you can click the "End Navigation" button. They can also refresh the navigation steps by tapping the "Refresh Navigation" button to refresh your route.

(An example of navigation steps: Current Step after 20 meters turn left 9 o'clock if you hear this, you should turn left after walking 20 meters.)



Other things to note:

- WeWALK app provides a low vision map in the Navigation screen which low vision users can access by tapping the map icon on the right-hand corner of the screen during Navigation. You can return to the Navigation steps screen by tapping the Text button.

- You will be notified with an audio notification when your turn is approaching

- If you miss their turning point during the step by step directions (for example, you went

straight ahead instead of turning right on a street), the app will automatically refresh the route and provide an alternative.

- The percent completion will start at 0 percent and count upwards as you get closer to your destination until it reaches 100 percent. This allows you to be able to easily monitor what point you are in your navigation.

- WeWALK provides multimodal navigation, which allows you to get to a destination using a combination of walking and public transportation route options.

Using WeWALK's Voice Assistant (Beta) to control the app

Voice Assistant is similar to Siri or Google Voice in that it allows you to control certain actions on your WeWALK through voice commands. For example, users can ask Voice Assistant to open the "Explore" screen by activating Voice Assistant and saying "Tell me what's around me."

To activate Voice Assistant from a smartphone:

1. Select the Voice Assistant button on the bottom of the menu options screen.
2. Double tap the Voice Assistant button. The microphone will activate and a sound will be played to indicate that the Voice Assistant is listening.
3. Say a command to the Voice Assistant. Wait a few seconds after saying a command and you will hear another audio alert to notify you that it has stopped listening.
4. Wait a few seconds and Voice Assistant will process your command. To view a list of commands, tap the Voice Assistant tab from WeWALK app.

To activate Voice Assistant from WeWALK smart cane:

1. Make sure the WeWALK horn is disabled by going to the Preferences menu. To do this, pair the smart cane with the WeWALK app and go to the Preferences menu in the app. Select the horn option and disable it.
2. After you have disabled the horn, you can use the single finger double-tap hold gesture to activate voice assistant from your cane. On WeWALK smart cane, double-tap the touchpad with one finger, but make sure to hold your finger down on the touchpad after the second tap.

3. The microphone will be activated and you will hear a sound notify you that Voice Assistant is listening.
4. Say a command to Voice Assistant. Wait a few seconds after the command and you will hear another audio alert to notify you that it has stopped listening.
5. Wait a few seconds and Voice Assistant will process your command. To view a list of commands, tap the Voice Assistant tab from the WeWALK app.

Using WeWALK Voice Menu Gestures

You can use WeWALK smart cane's touchpad to activate the voice menu, which allows users to control WeWALK app features while their smartphone is in their pocket. The WeWALK app must be open and connected to the WeWALK smart cane to use the voice menu.

Gestures on WeWALK are best performed when the cane is held normally, with the touchpad and ultrasonic sensor facing upwards and slightly forward.

1. **Single finger double-tap:** Opens the voice menu/ Opens menu items in the voice menu
2. **Single finger swipe from left to right:** Announces the next item in the voice menu
3. **Single finger swipe from right to left:** Announces the previous item in the voice menu
4. **Single finger double-tap and hold:** Activates the horn or microphone for Voice Assistant. The feature that this gesture will trigger can be set in the 'Preferences' tab in WeWALK app. If the horn is disabled, the gesture will activate the Voice Assistant.
5. **Two-finger swipe forward or backward with two fingers:** Turns the obstacle detection feature on or off.
6. **Pinch the touchpad with two fingers:** Turns WeWALK's LED light on or off.

Frequently Asked Questions:

Where can users get additional support?

Smart cane owners can get additional support by visiting WeWALK's support page at www.wewalk.io/support or by sending an email to info@wewalk.io.

In addition, users can contact support through the WeWALK app by tapping the Profile tab and selecting the "Contact Us" button.

Are there any obstacles that the cane can't detect?

WeWALK advises that its users have core cane training skills to be able to detect below chest level obstacles. The smart cane is designed to detect obstacles above chest level and should not be used as a substitute for standard cane training skills.

How are software and updates performed?

Firmware updates are performed over the air and users will be notified via in-app notifications when a new firmware update is available for their WeWALK smart cane. They will be prompted with guided instructions on how to install the updates. Users should avoid using their cane during the firmware update.

Software app updates for WeWALK app are installed similar to any app update for mobile devices. Users can download them directly from their phone's App or Google Play store. They will also be notified when opening the app if a new update is available for WeWALK app.

What cane sizes are available?

WeWALK smart canes can be ordered in the following sizes:

- 129 cm (51 inch)
- 137 cm (54 inch)
- 149 cm (59 inch)

What kind of tip is supplied and are additional tips available?

WeWALK supplies a hook-on roller tip with their smart cane. If users would like to purchase additional hook-on tips from Ambutech's website.

Is the cane waterproof?

The WeWALK smart cane is not designed to be used in rainy or snowy weather. WeWALK supplies a waterproof, leather case that users can use in these conditions and the cane can be used as a standard white cane.

How much does the cane weigh?

The WeWALK smart cane handle weighs approximately 252 grams (0.55 pounds). When the Ambutech cane is attached to the smart handle, the weight is approximately 370 grams (0.80 pounds). The cane is about 100 grams heavier than a standard white cane.

What is the battery life?

The average battery life is about 20 hours with normal use. However, this can vary based on frequency of use.

How can WeWALK smart cane owners request smart cane training?

WeWALK offers free 1 on 1 training sessions with all smart cane owners. Users can send an email to training@wewalk.io and WeWALK Specialists will arrange a training session with the user conducted over an accessible video conferencing platform.

Can users replace the Ambutech cane with their own cane?

WeWALK smart cane comes with a metal adapter screw that allows the Ambutech cane attach onto the smart handle's head. If users would like to use their own white cane as oppose to the pre-supplied Ambutech cane, they can do so as long as the circumference of the cane matches that of their smart cane. However, WeWALK recommends using the supplied cane to ensure compatibility.

What should users do if their smart cane handle breaks?

The smart cane handle is made of durable plastic and the white cane is more likely to break and wear before the smart handle itself. However, WeWALK provides a standard hardware warranty that covers hardware defects and malfunction. The warranty does not cover accidentally damage, liquid damage, and other damage from misuse of the product.