

Ally Solos Glasses User Guide



An extensive guide for Ally Solos Glasses users. Find out how to get started, use gestures, access features, and explore all the possibilities of the Ally Solos Glasses.

Updated on October 29, 2025, for Ally app version 1.7.0 on both iOS and Android.
For a more up-to-date version of this guide, visit: support@ally.me

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1. Welcome to the Ally Solos Glasses Family

We're thrilled to welcome you to the **Ally Solos Glasses** experience, where innovation meets accessibility. We hope you'll love exploring how the **Ally Solos Glasses** and **Ally** app can empower you to stay connected, independent, and confident in your everyday life.

This guide will help you get started and make the most of all the powerful features available on your **Ally Solos Glasses**. You'll also find helpful tips and insights to enhance your overall experience.

Our **Customer Success Team** is always here to support you. You can reach us anytime at support@ally.me, and we'll be happy to assist you.

The future of smart, wearable technology is here, bringing independence and innovation together like never before.

2. Getting Started

This chapter contains general information about the **Ally Solos Glasses**, such as what your **Ally Solos Glasses** are, their capabilities, and what your pre-order includes.

2.1 What are Ally Solos Glasses?

Ally Solos Glasses are lightweight, hands-free smart glasses designed in partnership with Solos for people who are blind or have low vision. Powered by the Ally AI assistant, they make it easy to read text, describe surroundings, translate, identify objects, check your schedule, and more—simply by using your voice.

They connect to your smartphone via the **Ally** app on iOS or Android and are built for all-day comfort, with up to 15 hours of battery life and swappable battery stems. Ally Solos Glasses are ideal for quick, everyday access to information on the go, while the [Envision Glasses](#) remain our flagship device for more advanced features such as live video calling and a wider range of assistive tools.

Ally Solos Glasses are purpose-built for accessibility. We've been working at the intersection of AI, accessibility, and smart glasses for over 8 years. Every interaction, touchpoint, and feature is designed with accessibility needs in mind.

2.2 Who can benefit from Ally Solos Glasses?

Ally Solos Glasses were co-designed for a broad community—including people who are blind or have low vision, older adults who want easier reading and navigation, individuals with cognitive needs, caregivers and families seeking more autonomy for loved ones, venues and museums aiming to improve accessibility, and workplaces looking to boost productivity.

2.3 What can I do with Ally Solos Glasses?

Ally Solos Glasses are powered by the Ally AI assistant, which understands your voice, pace, and intent to fit seamlessly into your life. With them, you can:

- **Read Anything:** From signs, menus, and screens to printed documents.
- **Describe Scenes:** Get visual details about your surroundings.
- **Translate Labels:** From packaging, menus, and instructions.
- **Ask Questions:** Get fast, accurate answers.

- **Use as Headphones:** To take calls and enjoy music.
- **Search the Web:** For news, information, and more.
- **Identify Objects:** At home, in stores, or on the go.
- **Scan Documents:** To have letters, books, and forms read aloud.
- **Enjoy Photos:** With detailed visual descriptions.
- **Organize your Day:** By hearing your calendar events.
- **Check the Weather:** Before you head out.
- **Play Games:** From trivia to interactive adventures.

2.4 What's included with my Ally Solos Glasses pre-order?



Your pre-order includes everything you need to get started—a pair of Ally Solos Glasses, a complimentary **1-year Ally Pro** subscription valued at **\$200 USD**, a magnetic charging cable, a cleaning cloth, and a sleek foldable carrying case.

Please note that a charger is not included. The **magnetic cable** can be connected to any standard USB charging adapter, computer, or power bank.

Your **1-year Ally Pro** subscription will start once you receive your **Ally Solos Glasses** and pair them with the **Ally** app.

3. Pairing your Ally Solos Glasses

To pair **Ally Solos Glasses** with the **Ally** app, download the **Ally** app on an iPhone or Android device, log in with the preferred email address, and follow all in-app instructions within the **Ally Solos Glasses** tab once logged in to proceed with pairing.

Please see below for detailed steps on how to successfully install the app, create an account, and pair your **Ally Solos Glasses**:

3.1 Download, sign in, and verify your Ally account on iPhone

This guide will walk you through two simple parts: how to download the **Ally** app on your iPhone, and how to create your account and verify your phone number.

Downloading the Ally app:

1. **Unlock your iPhone:** Start by unlocking your phone using your passcode, Face ID, or Touch ID—whatever you usually use.
2. **Open the App Store:** Go to your home screen and look for the **App Store** icon. Tap once to open it. If you're using **VoiceOver**, swipe left or right with one finger until you hear the App **Store**, then double-tap to enter.
3. **Search for Ally:** At the bottom right corner, tap on **Search**—In the search bar at the top, type or dictate: **Ally by Envision**.
4. **Find the right app:** You're looking for **Ally: accessible AI assistance by Envision Technologies**.
5. **Download the app:** Tap the button that says **Get** or **Download**.
6. Your iPhone might ask you to confirm with Face ID, Touch ID, or your Apple ID password—go ahead and follow the steps.
7. **Wait for it to install:** When the download is complete, the button will change to **Open**. That means you're ready for the next step.

Creating your Ally account:

1. **Open the Ally app:** Once the app is downloaded, tap **Open**. The welcome screen will guide you through the first setup.
2. **Choose how you want to sign in:** You'll see three options to get started. Pick the one that works best for you: **Continue with Apple**, **Continue with Google** and **Continue with Email**
3. They all work the same in the end—it's just about what's easiest for you. If you're unsure, we usually recommend **Continue with Email**, since it's the most universal.

4. **Enter your phone number:** After choosing how to sign in, you'll be asked to enter your **mobile phone number**.
5. Make sure your phone has **reception**, because **Ally** will send you a **6-digit verification code** by text message.
6. **Enter the verification code:** Once you receive the code, type it in where prompted. This confirms your identity and activates your **Ally** account and that's it—you're in. You're now ready to start using **Ally**.

Allow Permissions:

1. To use **Ally**, please make sure your microphone and camera are enabled.
2. When prompted, select allow or yes to give the required access.
3. If you accidentally deny access, you can change this later in your smartphone's settings under the **Ally app** permissions.

3.2 Download, sign in, and verify your Ally account on Android

This guide will walk you through two simple parts: how to download the **Ally** app on your Android phone, and how to create your account and verify your phone number.

Downloading the Ally app:

1. **Unlock your phone:** Start by unlocking your Android phone using your passcode or fingerprint.
2. **Open the Play Store:** From your home screen or app drawer, find the **Play Store** icon. Tap once to open it. If you use **TalkBack**, swipe right or left until you hear **Play Store**, then double-tap.
3. **Search for Ally:** At the top of the screen, tap the **Search bar** and type or dictate: **ally by Envision**.
4. **Find the right app:** Look for **Ally: accessible AI assistance by Envision Technologies**.
5. **Download the app:** Tap the button that says **Install**—if asked, accept the permissions. **Ally** needs access to your microphone for conversations, and your phone number to verify your account.
6. **Wait for it to install:** When the app is ready, the button will say **Open**. Go ahead and tap it.

Creating your Ally account:

1. **Open the Ally app:** Once the app opens, you'll be welcomed with a simple setup screen.

2. **Choose how you want to sign in:** You'll see two ways to get started. Choose the one that works best for you: **Continue with Google** and **Continue with Email**—if you're unsure, we usually recommend **Continue with Email**
3. **Enter your phone number:** You'll be asked to enter your mobile phone number. Make sure your phone has **reception**, because **Ally** will send a **6-digit verification code** by text message.
4. **Enter the verification code:** Once you receive the code, type it in where prompted. This confirms your identity and activates your **Ally** account and that's it—you're in. You're now ready to start using **Ally**.

Allow Permissions:

1. To use **Ally**, please make sure your microphone and camera are enabled.
2. When prompted, select allow or yes to give the required access.
3. If you accidentally deny access, you can change this later in your smartphone's settings under the **Ally app** permissions.

3.3 Start pairing your Ally Solos Glasses within the Ally app

After downloading and logging in to the Ally app with your preferred email address, please follow the steps below:

1. Go to the **Preferences** icon at the top right of the screen within the **Ally** app.
2. In the **Preferences** menu, scroll down until you reach the **Connections** section.
3. Locate and select the option labeled **Ally Solos Glasses**.
4. This will initiate the pairing process and guide you through the on-screen steps to complete the connection. Once you have selected **Ally Solos Glasses**, tap the option **Start Connecting Glasses** to begin the onboarding process.
5. You can find more detailed step-by-step instructions and videos for it here: <https://www.ally.me/solos-start-guide>
6. Once you've completed the onboarding process, you can start using your **Ally Solos Glasses**. If you need any assistance, please reach out to **support@ally.me**, and we'll be happy to help you get the most out of your **Ally Solos Glasses** experience.

4. How to use the touch bar and power button on your Ally Solos Glasses?

The **power button** and **touch bar** are both located on the right side of your **Ally Solos Glasses**.

Please find more information below on how each one operates:

4.1 Power Button

The **power button** is a small, subtle bump between your temple and your ear, located before the touch bar area.

It is not a raised or clicky button, it is slightly indented so you can easily feel it with your finger.

To turn on your **Ally Solos Glasses**, press and hold the power button while keeping your finger steady in place.

You will hear the following sounds in order:

- **After about 2 seconds:** A short beep confirms that the **Ally Solos Glasses** have detected your touch.
- **After about 5 seconds:** The **Ally Solos Glasses** will say '**Power High**', meaning the device has successfully turned on and that the battery level is strong. The message may vary depending on your current battery charge. Once your **Ally Solos Glasses** have been paired, you will be able to check the exact battery percentage directly within the **Ally** app.
- **After about 7 seconds:** You will hear **Pairing**, confirming that your **Ally Solos Glasses** are ready to be paired. Once you hear **Pairing**, you can release the power button. For detailed steps on how to pair them, please see **Start pairing your Ally Solos Glasses within the Ally app**

4.2 Touch Bar

The **touch bar** is located on the right temple, behind the **power button**. You can use it to control **Ally** and manage audio hands-free.

- To start a conversation with **Ally**, double tap the touch bar.
- To talk to **Ally** in **Walkie-Talkie** mode, press and hold your finger on the touch bar while you speak, then release it when finished.
- To **end a conversation**, triple tap the touch bar.
- To **increase the volume**, swipe your finger backward, toward your ear.
- To **decrease the volume**, swipe your finger forward, away from your ear.

4.3 Sensitivity Settings

- You can adjust the touch sensitivity in the **Ally** app under **Advanced Features**.
- **Move the slider to the left** for higher sensitivity, which responds to lighter taps.
- **Move the slider to the right** for lower sensitivity, which requires firmer taps.

5. How do I charge Ally Solos Glasses?

Ally Solos Glasses come with two battery arms, called temple arms. These are the long parts of the frame that rest over your ears when you wear the glasses. Each arm has a built-in rechargeable battery that powers **Ally Solos Glasses**.

Your pre-order includes a magnetic charging cable, which is the primary and easiest way to charge **Ally Solos Glasses**. Once both arms are inserted correctly, they do not need to be removed for regular charging with the magnetic cable.

A full charge takes about **1.5** hours, and a quick **15-minute** charge provides around **3 hours** of use.

5.1 Before You Begin

When you first receive **Ally Solos Glasses**, the **left arm** may arrive unattached.

To insert it, align the wider end of the left arm with the connection point on the left side of the frame, beside the lenses near where your temple would be. Push it in gently but firmly until you feel it click into place. The fit is intentionally tight for security.

If this feels difficult, we recommend asking someone sighted to assist you the first time. Once both arms are properly inserted, they should remain attached for daily use and charging.

5.2 Charging Ally Solos Glasses Using the Magnetic Cable

The **magnetic charging port** is located along the bottom edge of the left arm of **Ally Solos Glasses**. This allows you to charge the **Ally Solos Glasses** without removing any arms.

Follow these steps carefully:

1. Prepare the Ally Solos Glasses.

- a. Place Ally Solos Glasses on a flat and stable surface such as a table.
- b. Fold the **right arm** into the frame as if you were putting the glasses away.
- c. Keep the **left arm** extended and unfolded.

2. Position the Ally Solos Glasses.

- a. Orient the glasses so that the lenses face away from you and the bottom edge of the **left arm** faces upward.
- b. The nose pads should be pointing upward, and the left arm should extend outward toward your right hand.

3. Find the charging spot.

- a. Move your finger slowly along the **bottom edge of the left arm**, starting near the hinge and moving toward the curved end that rests above your ear.
- b. You will feel a small **flat metallic area** near the middle of this edge—that is the magnetic charging point.

4. Attach the magnetic charger.

- a. Take the magnetic charging cable included with your Ally Solos Glasses. One end has a USB plug, and the other has a small magnetic tip.
- b. Hold the magnetic tip so the **cord extends away from the lenses** and the camera, pointing toward you.
- c. Slide the magnetic tip gently along the bottom edge of the left arm until you **feel it snap into place magnetically**. You will feel a soft click when it connects correctly.

5. Start charging.

- a. Plug the USB end of the cable into a **wall adapter, computer, or power bank**.

- b. A **red light** on the arm indicates that charging is in progress. When fully charged, the light turns **blue**.
- c. If you have someone sighted nearby, they can confirm the light color for you.

6. Confirm charging completion.

- a. If you cannot confirm visually, leave Ally Solos Glasses charging for about **one hour**.
- b. Then, **press and hold the power button for 6 seconds**. If you hear **'Power High'**, it means the battery is fully charged.

5.3 Adjusting the Fit of Ally Solos Glasses

If you notice that **Ally Solos Glasses** slide off your face, you can make small adjustments for a better fit.

While wearing the glasses, gently bend the ends of the arms that rest above your ears **inward toward your nose**.

Adjust slowly and evenly on both sides until the glasses feel comfortable and stable.

5.4 Optional: Charging the Left Arm with a USB-C Cable

If you already have a **USB-C cable** at home, you can use it to charge the left arm separately after detaching it from the frame. This is optional, as a USB-C cable is not included with your **Ally Solos Glasses**.

To do this:

- Gently detach the left arm from the frame by pulling it straight out from the hinge.
- On the **inner surface near the hinge**, you will find a small **oval-shaped port**.
- Insert your USB-C cable into this port, and plug the other end into a **wall adapter, computer, or power bank**.
- The light on the arm will glow red while charging and turn blue when fully charged.

Reattach the arm only after it is fully charged. Ensure both arms are securely connected before wearing or using the glasses again.

5.5 Important Battery Information

- Only the **left arm** of Ally Solos Glasses supports magnetic and USB-C charging.
- The glasses **cannot be charged while being worn**.
- A **full charge** takes about one and a half hours.
- A **15-minute quick charge** provides around **3 hours** of use.
- Handle the charging cable and arms gently, and avoid twisting or pulling on them while charging.

If you have any questions about charging or fitting **Ally Solos Glasses**, please contact our team at support@ally.me

6. Ally Solos Glasses Technical Specifications

Please see below the technical specifications of the Ally Solos Glasses:

- **Lenses:** Plano Blocks UV & High Energy Blue Light (HEV) and Anti-Reflection (AR) Coatings Lenses
- **Hinge:** Camera Hinge
- **Image Resolution:** Maximum 2048 x 1944
- **Notification LED:** Available
- **Mobile OS Platform Supports:** Android and iOS
- **Wireless Bluetooth:** BT 5.2 and BLE Wireless
- **Bluetooth Range:** 33ft in open space
- **Operation Time:** Approximately 10 hours
- **Standby Time:** Approximately 2 days
- **Quick Charge:** 15 mins charging up to approx. 3 hours of operating time
- **Normal charge:** approx. 1.5 hours to full charge
- **Waterproof Rating:** IP67
- **Weight:** 50 grams

7. Ally Privacy Policy

Your privacy and security are top priorities. All data shared with ally is handled with strict confidentiality, fully compliant with GDPR and other local privacy laws. We've built Ally with privacy by design. For more information, please see [Privacy Policy](#)

8. Ally Solos Glasses Frequently Asked Questions

Below is a set of frequently asked questions about how the Ally Solos Glasses operate:

8.1 What is the return and warranty policy for my Ally Solos Glasses?

- For pre-orders, you have **30 days** to return your **Ally Solos Glasses** from the day you receive them, along with a 1-year warranty.
- For orders placed **after** the pre-order period, there is a **14-day** return policy.

Please contact support@ally.me for detailed information about our return policy and warranty.

8.2 Can I add my prescription to my Ally Solos Glasses?

Yes, the default lenses can be easily replaced with prescription, polarised, or tinted lenses by your local optician, ensuring a perfect fit for your vision needs without compromising comfort or style.

8.3 Can I use Ally Solos Glasses like regular headphones?

Yes, **Ally Solos Glasses** work as **open-ear audio glasses** equipped with **directional speakers** and built-in microphones.

They allow you to listen to music, podcasts, or navigation prompts, and make or receive phone calls without covering your ears.

This design keeps you aware of your surroundings while still enjoying clear, private sound.

8.4 Do Ally Solos Glasses work without a phone?

Your **Ally Solos Glasses** need to be connected to the Ally app on your phone, which powers all their features and ensures you always have the latest updates and capabilities. To download the ally app on your smartphone, please follow the steps below:

1. [Download, sign in, and verify your ally account on iPhone](#)
2. [Download, sign in, and verify your ally account on Android](#)

8.5 Do Ally Solos Glasses support hearing aids and cochlear implants?

At the moment, we do not have documentation on specific hearing aids or implants, as technical specifications vary by manufacturer.

If your hearing aids support **Bluetooth 5.2**, they may be able to connect to the Ally Solos Glasses.

For **pre-orders**, users are eligible for a **30-day refund policy**, which allows you to test compatibility with your hearing aids and ensure you feel comfortable and confident with your decision. For orders placed **after** the **pre-order** period, a **14-day refund policy** applies.

If you're unsure, we recommend consulting your physician for guidance. Keep in mind that the refund policy may vary if your **Ally Solos Glasses** are purchased through a distributor.

8.6 Can I use my Ally Solos Glasses silently?

Yes, you can set up custom shortcuts for things like reading text or describing what's around you, and trigger them straight from your **Ally Solos Glasses**, no need to talk out loud.

8.7 Can I save documents or images with Ally Solos Glasses?

Yes, saving images will be available at launch. Additionally, both document saving and batch scanning are on our roadmap, and we are actively developing them to be accessible through the **Ally** app.

8.8 How long will my Ally Pro subscription last if I already purchased it in the Ally app and also bought the Ally Solos Glasses?

If you are already an **Ally Pro** monthly or yearly subscriber, the 1-year **Ally Pro** subscription included in your order will be added on top of your existing subscription. For instance, if you purchased a yearly **Ally Pro** subscription on **July 10, 2025**, the 1-year **Ally Pro** subscription included with your **Ally Solos Glasses** purchase will be stacked on top, extending your subscription until: **July 10, 2027**.

8.9 Can I use my Ally Solos Glasses without an Ally Pro subscription?

Absolutely, your pre-order includes a **1-year Ally Pro** subscription. After that, you can continue using **Ally Solos Glasses** with the free version of Ally. The **Ally Pro** subscription is entirely optional and only needed if you want access to our most advanced features.