



Operating Manual
MyEnvi



HomeBrace
Your home at your hands



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01 Contents of pack

01-01 Hardware



MyEnvi server

with 2 × USB, 1 × LAN, 1 × 1/8" audio jack



Power adapter

output: 5 V, 2.4 A



USB-C cable

length aprox. 2 m



USB microphone

length 2 m

01-02 Connecting

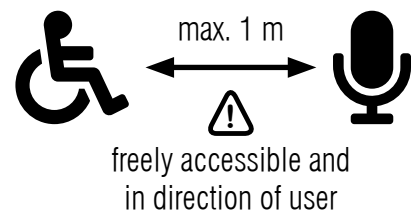
1. Connect the power adapter **2** using the USB cord included in the pack **3** and plug it into the socket. For the mobile version, please use another energy source such as an existing display with an unused USB port.



2. Please connect the micro-USB connector on the other side to your MyEnvi server as follows:




3. To install the microphone, please open the back cover and use the USB port inside (see photo)



4. Please install the switch to use scanning here:



02 Startup

Open the MyEnvi App  at your device.
Enter your licence key found on the on the top of your MyEnvi device.



The LED on this side flashes green when MyEnvi is ready for connections. This may take about 1 minute after connecting to the power source.

This LED may show a red or green light depending on whether signals are being sent or received.

When connecting the MyEnvi server to a power source, this LED lights up red. This LED glows green when the processor inside is working.

MyEnvi with its own WiFi Art. 10325:

- Connect your device via web interface or app to the WiFi of the MyEnvi server:
SSID: HomeBraceWiPi
PW: HBmyenviWiPi
- For installation, continue to section 03.

MyEnvi Art. 10326:

- Connect your device via web interface or using the app with your router's WiFi. They may be connected already.
- To install, move on to item 03.
- If you prefer, you can run your MyEnvi on your home WiFi network.

The following options are available:

1. WLAN configuration via Ethernet connection:

- a) Connect the MyEnvi server to the network with an Ethernet cable.
- b) Connect the MyEnvi server to a power source.
- c) Wait until the MyEnvi server is ready for incoming connections (see green control light).
- d) Enter the license key in the MyEnvi app and connect to the MyEnvi server via the network.
- e) Enter the SSID and the password of the WLAN network in the menu under Settings > MyEnvi Server WLAN Configuration.

If the connection is successful, the app can now be closed. You can now disconnect the MyEnvi server from the power supply and remove the Ethernet cable.

2. WLAN configuration via Bluetooth connection:

- a) Connect the MyEnvi server to a power source.
- b) Wait until the MyEnvi server is ready for incoming connections (see green control light).
- c) Enter the license key in the MyEnvi app and connect it to the MyEnvi server via Bluetooth.
- d) Enter the SSID and the password of the WLAN network in the menu under Settings > MyEnvi Server WLAN Configuration.

If the connection is successful, the app can now be closed. You can now disconnect the MyEnvi Server from the power supply.

All MyEnvi models also have a Bluetooth connection option (for the app only):

- Enable Bluetooth on your phone
- Open the MyEnvi HomeBrace app
- When logging in, switch to the „Bluetooth“ tab and press the „Scan Bluetooth“ button
- A list appears showing you the available MyEnvi servers, each with the first 4 digits of the serial number
- Select your MyEnvi server and press the green „Connect“ button

Please note: In Bluetooth mode, you can only connect one mobile device to MyEnvi at a time.

03 Installation

You have two installation options. You can bring up MyEnvi directly in your browser, or in communication solutions like Grid or Tobii Dynavox; see 03-01.

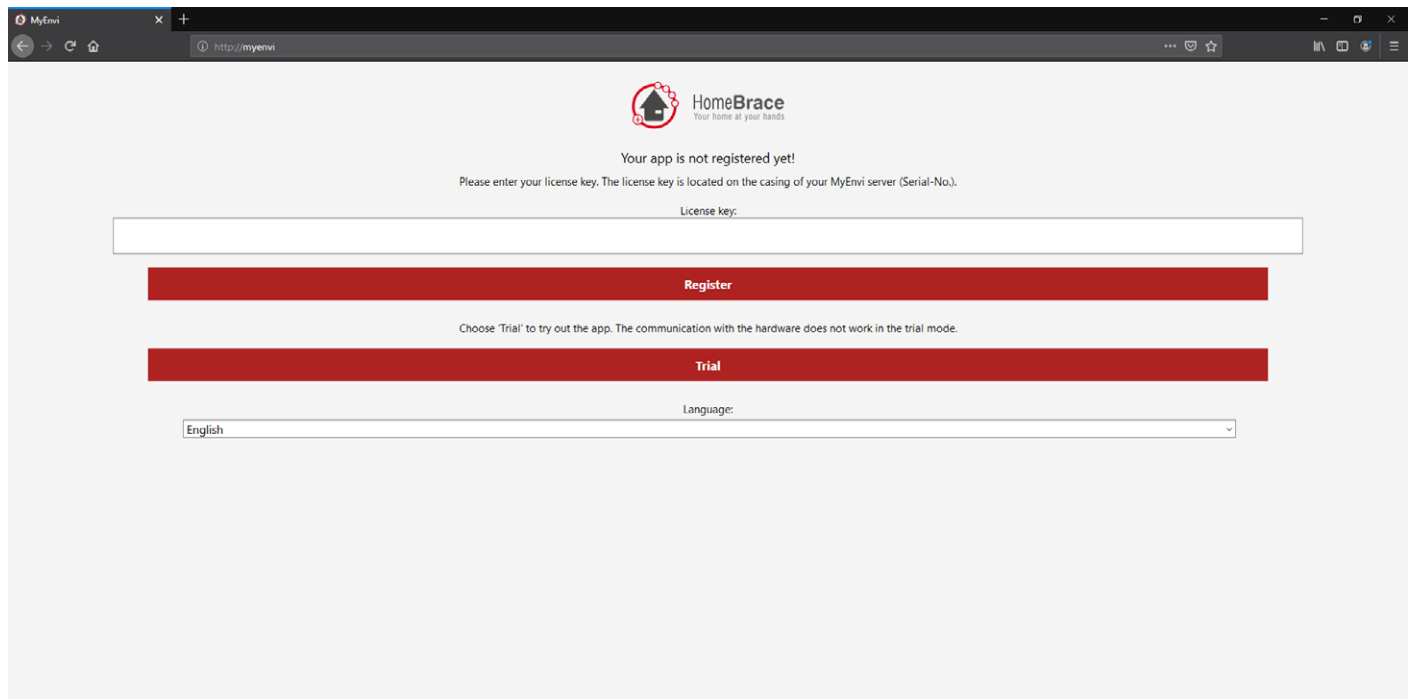
Please be aware that there is no voice control option here.

For more about installing the app, please continue to section 03-02.

03-01 Installation from the web interface

Your MyEnvi and the control device need to be in the same WiFi. Open your browser and type „myenvi/“ in the address bar. With older browsers, please use the IP address (see 03-04).

You will then be asked to enter the license key, which you will find on the front casing of your MyEnvi.



03-02 Downloading the app

Android

Download the app from the Google Play Store. Search for HomeBrace or MyEnvi.



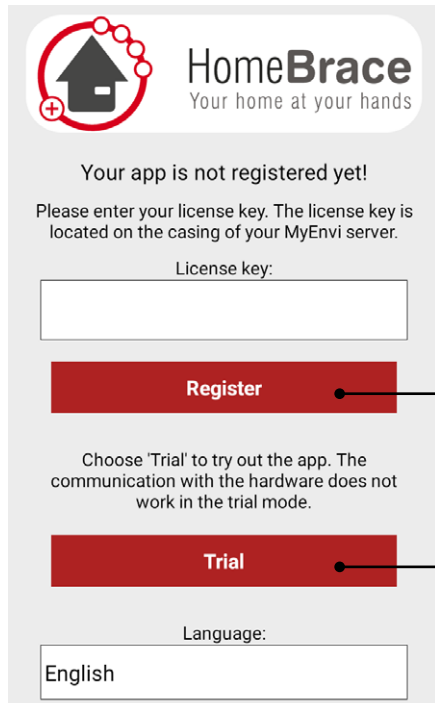
Apple iOS

Download the app from the Apple Store. Search for HomeBrace or MyEnvi.



MyEnvi App

03-03 Enter license key



• **The license key is given on the top of your MyEnvi device as a serial number.**

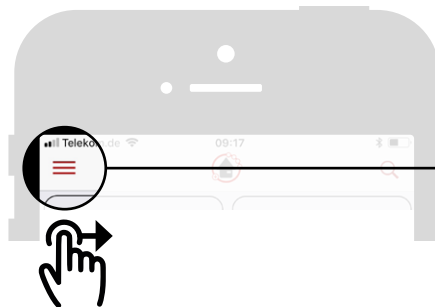


The first time you start the app, you will be taken to the page where you have to enter the license key.

If the page does not appear, you can get to the page by going into the menu ☰, then to MyEnvi Relogin.


• **Test mode**

In test mode, you can customize buttons and the interface to explore how MyEnvi works.



• ☰ You will find this menu in the top left corner of the app. Alternatively, you can activate the menu by swiping a finger from the top left of the screen to the middle.

03-04 Connect MaEnvi server to app

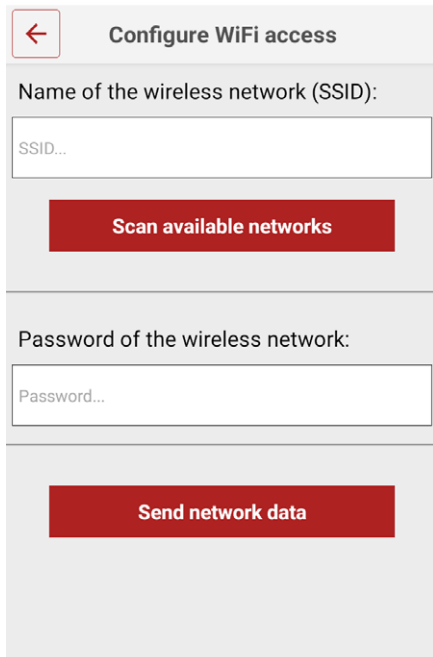


The page where you can connect the hardware to the software now appears. If the screen does not appear, you can bring it up by going into the menu ☰, then to MyEnvi Relogin.


The first time you connect, you need to use the power adapter cord by connecting the MyEnvi server and your router with the power adapter cord. Your phone or tablet needs to be in the same network as your MyEnvi.

Then click "scan". If you have a connection, an IP address will now appear under the „scan“ button. If the app successfully found a free IP address, click the „connect“ button under the IP address to connect the software to the app.

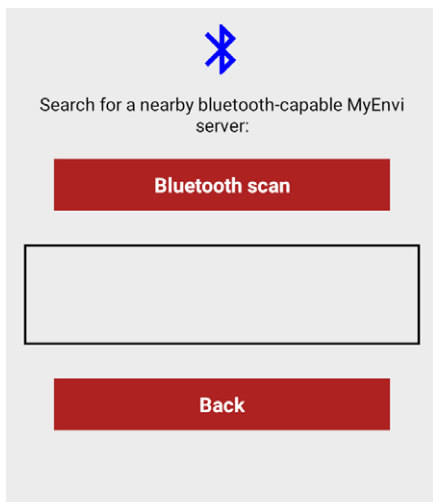
(If there is no connection, the message „Connection to the MyEnvi Server was lost“ appears above)



Define and enable WiFi

You can run your MyEnvi on WiFi if you like. To do this, go back to the menu  and choose „Settings“. Click „MyEnvi server WiFi configuration“. Here, you can enter the SSID (the name of the network) and the network password. After you have successfully entered the data, the display will notify you that WiFi is enabled and you can unplug the power cord. You can now access your MyEnvi via your WiFi connection. You are now connected to MyEnvi on WiFi.

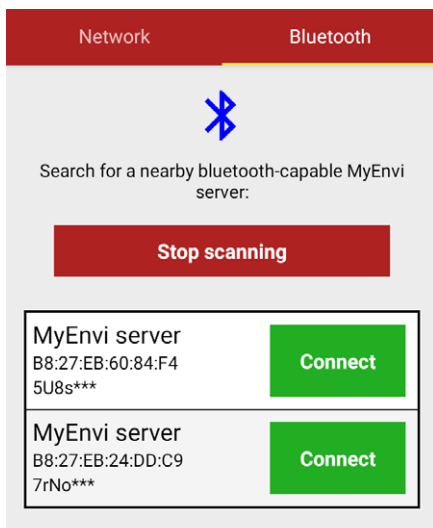
03-05 Connect hardware to app using Bluetooth



All MyEnvi models have an additional Bluetooth connection option:

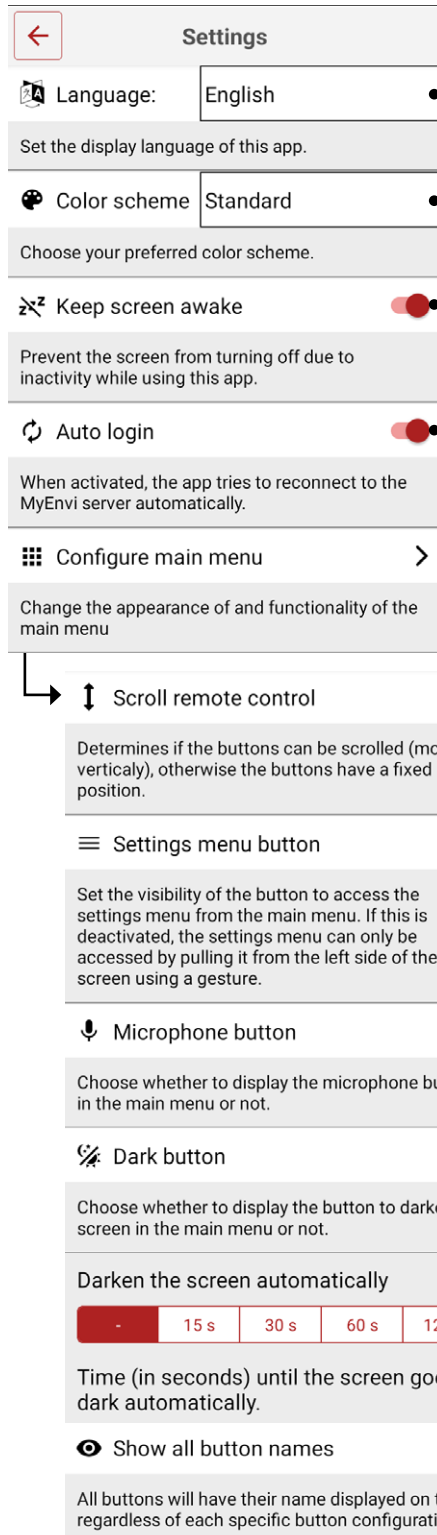
- Enable Bluetooth on your phone.
- Open the MyEnvi HomeBrace app.
- When logging in, switch to the Bluetooth tab and press the button „Bluetooth scan“.
- A list appears showing you the available MyEnvi servers, each with the first 4 digits of the serial number.
- Select your MyEnvi server and press the green „connect“ button.

Please note: In Bluetooth mode, you can only connect one mobile device to MyEnvi server at a time.



04 Functions and settings

To make settings, go to the menu , then choose „Settings“.



Settings

←

Language: English

Set the display language of this app.

Color scheme: Standard

Choose your preferred color scheme.

Keep screen awake

Prevent the screen from turning off due to inactivity while using this app.

Auto login

When activated, the app tries to reconnect to the MyEnvi server automatically.

Configure main menu >

Change the appearance of and functionality of the main menu

Scroll remote control

Determines if the buttons can be scrolled (moved vertically), otherwise the buttons have a fixed position.

Settings menu button

Set the visibility of the button to access the settings menu from the main menu. If this is deactivated, the settings menu can only be accessed by pulling it from the left side of the screen using a gesture.

Microphone button

Choose whether to display the microphone button in the main menu or not.

Dark button

Choose whether to display the button to darken the screen in the main menu or not.

Darken the screen automatically

15 s 30 s 60 s 120 s

Time (in seconds) until the screen goes dark automatically.

Show all button names

All buttons will have their name displayed on them, regardless of each specific button configuration.

Language

Here, you can select your language. You can choose between German and English at the moment.

Color scheme

Here you can switch between the standard color scheme and a dark color scheme.

Keep screen awake

Set the slider to the right to prevent that the screen turns off due to inactivity while using the app.

Auto login

When enabled, the app will automatically attempt to connect to the MyEnvi server.

Scroll remote control

Will the buttons on the remote control be scrollable (movable up and down) or fixed in position on the screen.

Settings menu button (in the app only)

Choose whether the main menu shows a button to open the settings menu. If this option is disabled, you need to drag the settings menu from the top left of the screen by gesture.

Microphone button (in the app only)

Choose whether the main menu shows a button to operate voice control

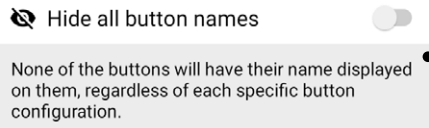
Dark button

Choose whether the main menu shows a button to dim the screen. If voice control is active, the screen can also be switched off and on using a „special voice command“.

Dims the screen automatically after x seconds without using the app.

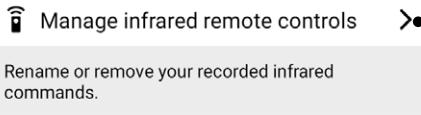
Show all button names

The button names are always displayed.



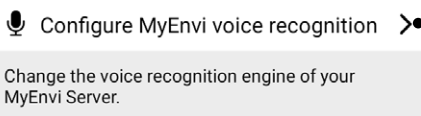
Hide all button names

The button names are always hidden.



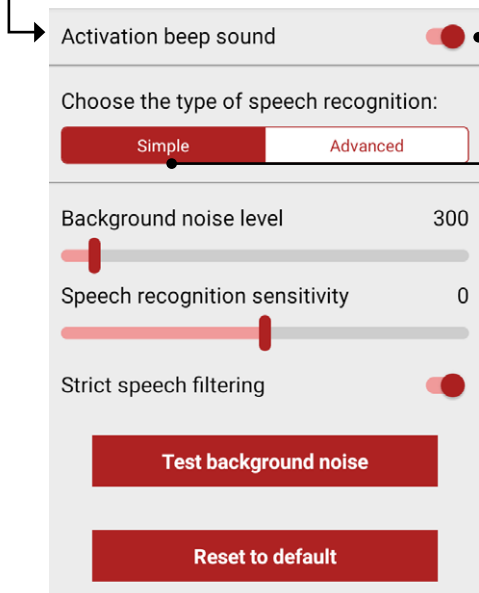
Manage infrared remote controls

You can download new remote control commands if you are connected to the internet.



Configure MyEnvi voice recognition

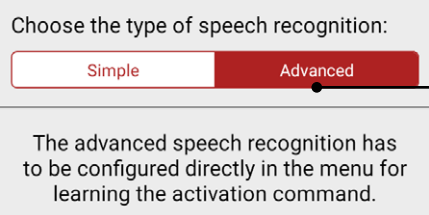
Activates a beep at the start and end of the waiting period for a voice command.



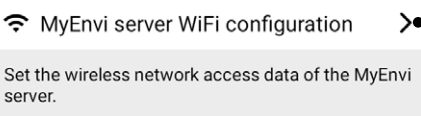
Simple voice control is voice control up to and including server version 2.7

1. Test the background noise volume.
2. Set the background noise volume to the suggested level.
3. Sensitivity determines how sensitive the initiation command is. We advise using level 3, but you can adjust it to the level that suits you best. You can use the „Strict speech filtering“ slider if voice control switches on and activates itself too often. Various filters are activated to correct this.

„Reset to default“ resets all your voice recognition settings to default.



Advanced voice control is configured directly in the menu to teach the activation command (see 07-02).



MyEnvi server WiFi configuration

Share the WiFi access data with your MyEnvi server.



Screen orientation: Not fixed



Screen orientation: not fixed

Here, you can fix the app's screen orientation.

Choose the preferred screen orientation for this app.

- Not fixed
- Fixed: Portrait
- Fixed: Landscape left
- Fixed: Landscape right

Scanning



Scanning

Enables or disables scanning of the buttons on the main screen. For installation, see 08.

Activate button scanning on the remote screen. (requires a clicking device for the MyEnvi server)

Manage backups



Manage backups

Create a backup of your app configuration or restore a previous backup.

Save a backup of your current app configuration or restore a previous backup.

MyEnvi server update



MyEnvi server update

You can download and install the latest firmware for the MyEnvi server if you are connected to the internet.

Check for updates for your MyEnvi Server.

Open the android settings page 'Ignore battery optimizations'



Open the Android settings "Ignore battery optimization"

If you are using an Android device, this is where you can make sure that the connection to the server is not lost when your device enters sleep mode.

Make sure that MyEnvi is allowed to ignore battery optimizations. If this is not the case, then the connection to the MyEnvi Server may fail once the device enters doze mode.

Register



Register (In Testmode)

Here you can register the device to a MyEnvi server using a license key.

Register the device to a MyEnvi server using a license key.

Change license key




Change license key (already registered)

Your license will be deleted from your phone or tablet. You can still test or re-register with the same license.

Remove the chosen license key. You can still test the app or enter the same license key again.

05 Operation and adjustment

To create buttons and remote controls, go to the menu , then choose „Edit“. All buttons and remote controls now have a dotted line around them.

What's the difference between menu and button?

A button is an individual command, such as switch on TV, change TV channel, turn up the volume, etc.
A menu is a new page with additional buttons in a submenu, also known as remote control.



Create new button

Click one of the empty rectangular surfaces that have a dotted line around them. A submenu opens. Click „New menu“ to create a new remote control or „New button“ to create a new button or click directly on „Edit“.
A new page opens where you can configure the button.

Edit button or remote control

Here, you can edit an existing button or an existing remote control, e.g. icon, color, images and features.

Hide button or remote control

If you do not want a button or remote control to be displayed, you can hide the display. You can make the button or remote control visible again at any time.

Move button or remote control


You have the option to change the arrangement and sequence of buttons or menus. Click „Move“, then click the place you want to move your stuff to.

Delete button or remote control

Here, you can delete the button or remote control if you no longer need it.

06 Edit




In the Edit feature, you can choose what this button will look like and what the button does when it is enabled. You can also use the  icon to readjust rows and columns.

06-01 Type button

Type: Button

06-02 Change display

 Change display >

You can use this feature to add icons or photos. You can also choose not have an icon or photo. In this case, use the „No display“ command.

06-03 Change icon color (only available if you have selected an icon)

 **Choose icon color**

Red

Green

Blue

Yellow

Teal

Purple

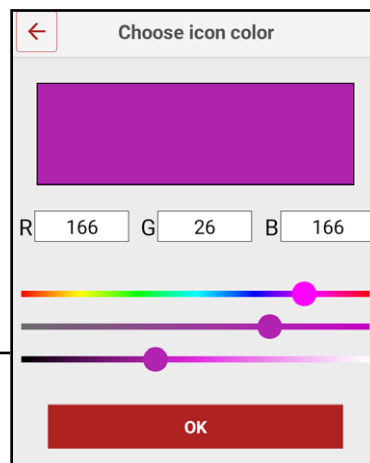
Black


White


Custom >

In this menu item, you can change the color of the chosen icon.


You can choose from a predefined range of colors. In „Customized“, you can choose any color you want for this button's icon.

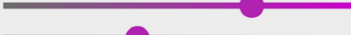


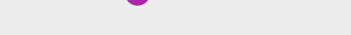
 **Choose icon color**



R: 166 G: 26 B: 166

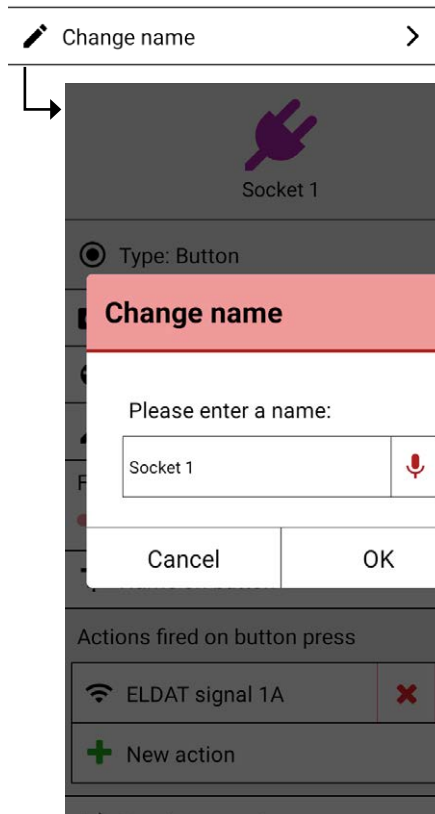






OK

06-04 Rename



You will be asked to enter a name or set one up via voice input.



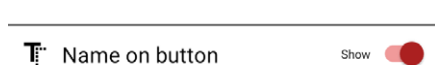
If you want to operate the MyEnvi via voice control, we recommend that you also create the button name via voice input.

06-05 Change font size



Use this setting to change the font size of the button.

06-06 Show name on button



Use this setting to show or hide the name on the button.

06-07 Edit actions

Actions fired on button press

📶 ELDAT signal 1A	✖	>
+ New action		>

☑ Dead man mode

Actions fired on button release

+ New action	>
--------------	---

- Actions that take place when you press the button.
- A list of the actions; you can list infrared commands, ELDAT Easywave radio commands and waiting times in any order.
- If deadman mode is enabled, the listed commands are transmitted in an infinite loop until you let go of the button. (e.g. elevator or bed).
- Actions that take place when you let go of the button. This is important for things like opening a door.

← Choose action

zzz	Wait	>
📶	ELDAT signal	>
+	Create new remote	>
<input type="radio"/>	apple-tv	>
<input type="radio"/>	blaupunkt	>
<input type="radio"/>	css-bif8	>
<input type="radio"/>	css-commander3	>

Selecting commands

- Select waiting times between commands. 1000 ms equals one second.
- Select ELDAT Easywave radio commands.
- Create new infrared remote controls.
- Select predefined infrared commands

← Edit infrared command ✓

Name of the Remote

Name of the command:

Record signal

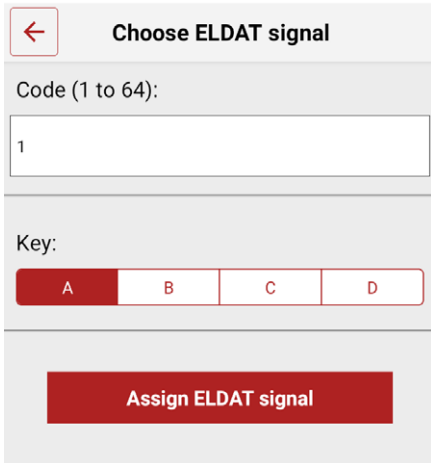
Test signal

Teach infrared commands

These infrared commands are transmitted via MyEnvi with the transceiver module. You can control devices with infrared radio remote control. For this to work, the transceiver module with its 4 transmission diodes needs to have a direct line of sight to the devices you want to control.

1. Enter the name of the remote control, e.g. TV. The individual commands will be then be stored in it.
2. Enter the command name, e.g. Power.
3. Activate „Learn signal“.
4. Point your original remote control in the direction of the transceiver module and use the respective button. You have 30 seconds to do this.
5. A green checkmark in the box confirms that learning has been successful „Learning successful“.






Assign ELDAT radio commands

The ELDAT Easywave product range is compatible with MyEnvi environment control.

1. Enter the transmission code for your ELDAT Easywave USB radio stick. You can choose 1-64.
2. Transmission key A/C means on and B/D means off. Depending on your ELDAT product, there may be other options such as toggle or deadman. To find out, please check the installation instructions for your ELDAT radio receiver.
3. Now activate ELDAT Assign signal, and the button you have set up will transmit this ELDAT command.

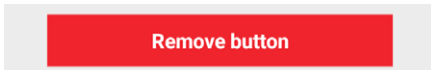
To teach your ELDAT Easywave radio receiver, put it in learn mode. You need to press the right learn key for your particular receiver. If the receiver is then in learn mode, briefly press (a single time) the button you have set up on the app. A flashing light or a short beep confirms that learning has been successful.

06-08 Image visibility



Use this setting to show or hide the button.

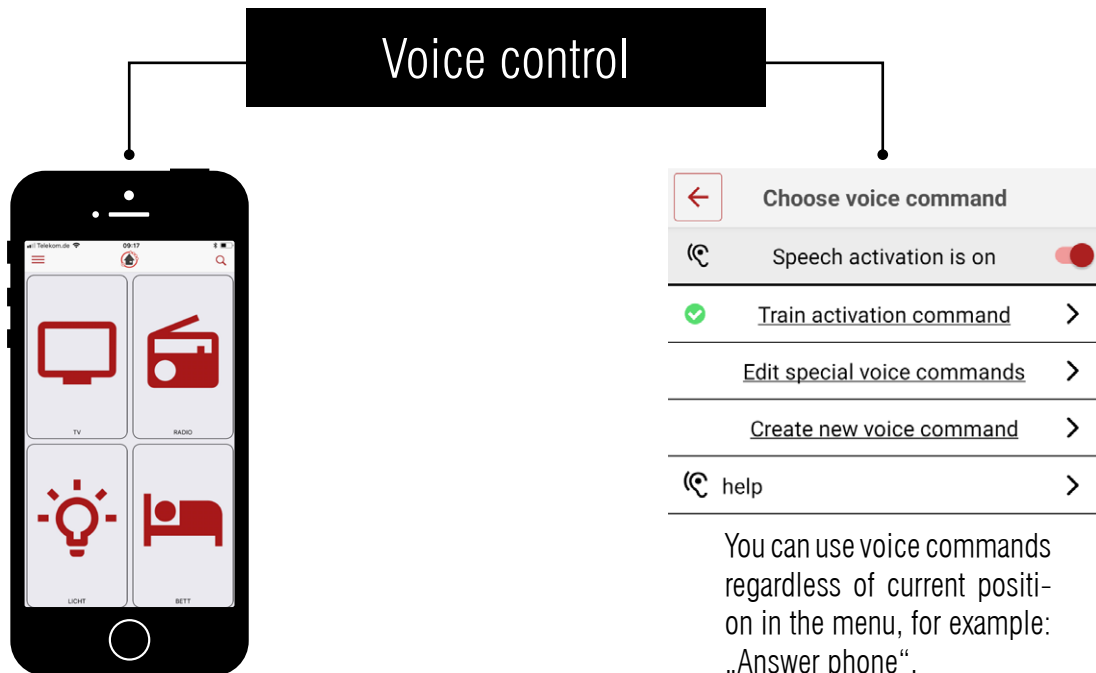
06-09 Delete the button



You can use this key to delete the button.

07 Voice control (in the app only)

You can use voice control to navigate the menu and activate specific features and commands. The remote controls and buttons you want to use need to be given a name for this. Voice commands you have created do not depend on menu position and are always executed.

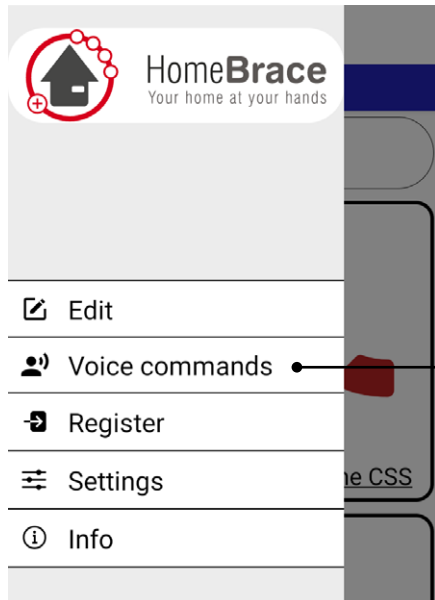


Navigating the menu and using your remote controls and buttons.

You can use voice commands regardless of current position in the menu, for example: „Answer phone“, „Help“.

To be able to use voice control, first you need to train the system to recognize an activation command using examples of your voice. The USB microphone supplied with the product starts voice input if that command is activated. The app is now listening in. We use the phone or tablet microphone for the actual voice input command.


07-01 Set up voice commands



You can set up voice control commands in the „Voice commands“ menu item.

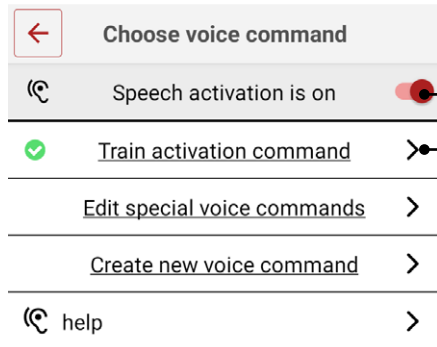
 Make sure you are not more than 1 meter away from the microphone.



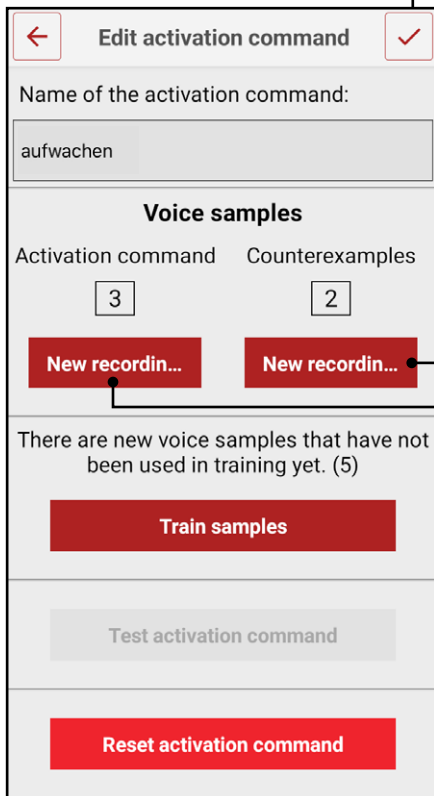
 Default is the advanced voice control. If you chose “simple” voice control in your settings or your MyEnvi server is version 2.7 or a previous version, please move on to item 07-05.

07-02 Teach the activation command

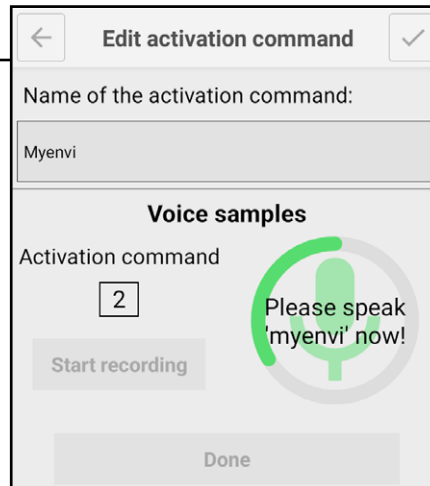
Record the activation command by using the USB microphone. This requires 6 steps.



If you activate this slider, you can use voice control. You can deactivate it whenever you like.



1 Teach the activation command.

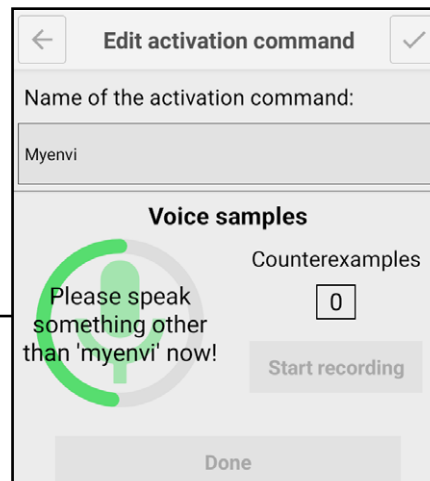


The environment should be as quiet as possible.

Our recommendation for activation examples:

Please use words with few K sounds and many vowels, ideal are terms with 3 syllables such as MyEnvi, Umami, Aurora
 Record 15 to 30 activation commands.

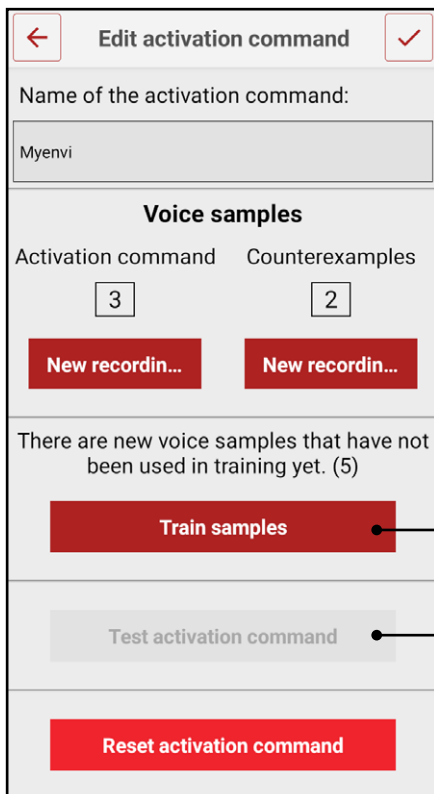
2 Record 30 to 50 sounds to ignore.



Sounds to ignore should consist of:

- + Background noise (chair squeaking, door noises, refrigerator hum, ...)
- + Everyday words
- + Snatches of conversation

Avoid similar words when teaching sounds to ignore (e.g. for the “Test” activation command, do not use words like “rest”, “best,” etc.). These things can confuse the voice recognition system and should be taught as sounds to ignore only in a case of absolute necessity.

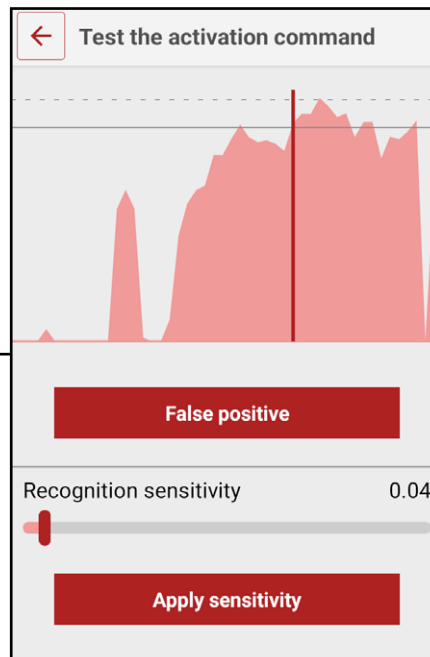


- 3** Press the Train recordings button. The app shows you if recordings for training are available. This can take a few minutes.

i The MyEnvi server is currently training with your voice samples. This may take several minutes!

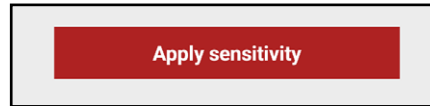
✓ Samples trained successfully!

- 4** Next please test your voice control.








You can use the test screen to check which sounds are likely to be an issue and subsequently add them several times (!) as sounds to ignore (please use the “False activation” button for this). Then press Train again. You should repeat this as many times as it takes until voice recognition quality is acceptable. If voice recognition does not improve after multiple repetitions or even gets worse, please reset voice recognition and start over.

- 5 Sensitivity should be in the range of 0.05 to 0.4 as a rule. A higher sensitivity than 0,6 is necessary, this would indicate that the activation command was not learned precisely enough.



- 6 Re-train your changes.


07-03 Edit special voice commands

Command to leave the current menu:	<input type="text" value="Go back"/>	
Command to turn the screen off:	<input type="text" value="Screen off"/>	
Command to turn the screen back on:	<input type="text" value="Screen on"/>	
Command to activate the Doorbird open-door button:	<input type="text" value="Door"/>	
Command to activate the night-vision mode of Doorbird:	<input type="text" value="Nightvision"/>	

Here you can define your own commands for the described actions. If the text fields are left empty, the default settings highlighted in light grey apply. Enter the exact text in the field to which the voice commands react shall. After pressing the microphone button you can create a new special voice command also via voice control.

07-04 Create voice command

The actual voice command is recorded using the microphone on your phone or tablet. It uses speech to text technology and doesn't need to be taught.

Name of the voice command:	<input type="text" value="Command name..."/>	
Actions	<input data-bbox="119 1937 526 2004" type="button" value="+ New action"/>	
<input data-bbox="151 2038 502 2094" type="button" value="Remove voice command"/>		

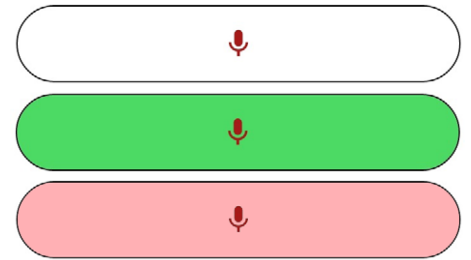
1. Enter the exact text you want the voice command to react to. After pressing the microphone button you can also create a new voice command using the voice control feature if you want.
2. Add the actions as described in section 06-03.
3. Select „Done“ and that's it, you've set up your first voice control command.
4. Repeat the procedure as many times as you want to create new commands.
5. You can see your voice commands at any time from the list you set up and generated.

07-05 Use voice control

Please use your voice control as follows:

1. Your MyEnvi and your phone and tablet should always be within hearing distance.
2. Speak the activation command.
3. Speak the voice command.

After you speak the activation command, your voice button in the app will turn green and your voice control will wait for the control command. You have 5 seconds for this. When you speak the voice commands, the word the system recognizes is displayed on the microphone button. If the system does not recognize the word, the microphone button lights up red. The MyEnvi app needs to be active.



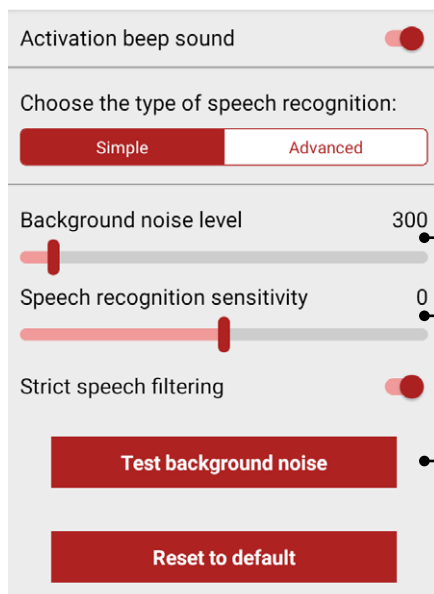
07-06 Simple type of speech recognition

You can find this window in the menu under “Settings”.

You can choose between “Simple” and “Advanced.”

“Simple” is voice control up to and including server version 2.7. “Advanced” is voice control starting from server version 3.0. The difference between the two is that simple voice recognition is easier to train but less precise during use.

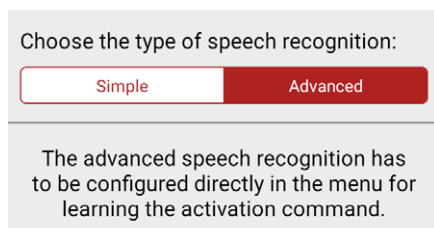
Advanced voice recognition takes more effort to train but works more accurately.



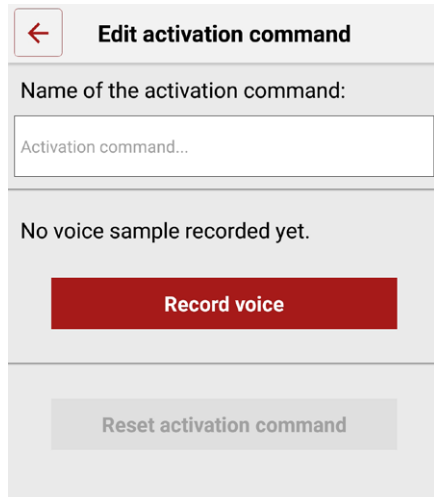
1. Test the background noise volume.
2. Set the background noise volume to the suggested level.
3. Sensitivity determines the sensitivity of the initiation command. We advise using level 3, but you can adjust it to the level that suits you best. You can use the „Strict filter“ slider if voice control switches on and activates itself too often. Various filters are activated to correct this.

„Reset to default“ resets all your voice recognition settings to default.

The creation of voice commands and the use of voice control is the same with simple and extended voice control. Please note therefore also points 07-03 and 07-04, after you use an activation command have learned.



07-07 Edit voice command (simple type)



← **Edit activation command**

Name of the activation command:

Activation command...

No voice sample recorded yet.

Record voice

Reset activation command

1. Enter a name for your activation command.
2. Activate the Record voice button.
3. Continue speaking while the learn field is green. You will receive confirmation that learning has been successful.

Please make sure the background noise level is not too high while you are doing this.

Tip: Record 3 to 6 voice examples from various directions and distances in different tones of voice and speaking at different speeds. You are free to include background noise such as TV or radio at a low volume.

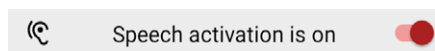
08 Using sensors and switches

08-01 Installing sensors and switches



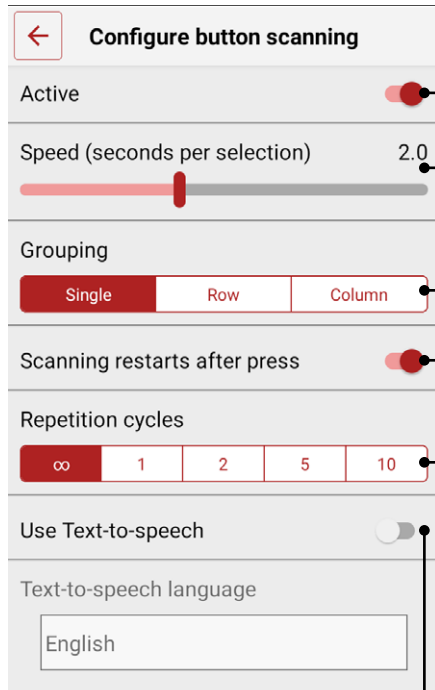
Please install your chosen sensor or switch using the jack on the right edge of the MyEnvi server (see photo).

08-02 Using voice control



If voice control is enabled and scanning is disabled, you can issue an activation command using the sensor or switch and give additional commands by voice input.

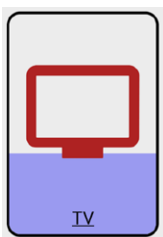
08-03 Enable and set up scanning



Please enable scanning in the menu ☰ under Settings.

- You use the slider to enable or disable scanning. You have to enable scanning first before you can use the buttons below.
- Use the speed slider to edit the scanning process and set up how many seconds remain before you have to press the button.
- You can change the sequence in which buttons on the screen are scanned by grouping them one by one, in rows or in columns.
- Scanning restarts after pressing:
If this control is activated, scanning starts again from the top after pressing the button or sensor. If it is not activated, the scanning continues at the position where the button or sensor was pressed.
- Number of repetition cycles of the scanning. After expiration the scanning can be restarted by pressing the button or sensor.
- Use the text-to-speech slider button to convert all text to speech.

08-04 Things to know if scanning is enabled



↻ Dead man mode

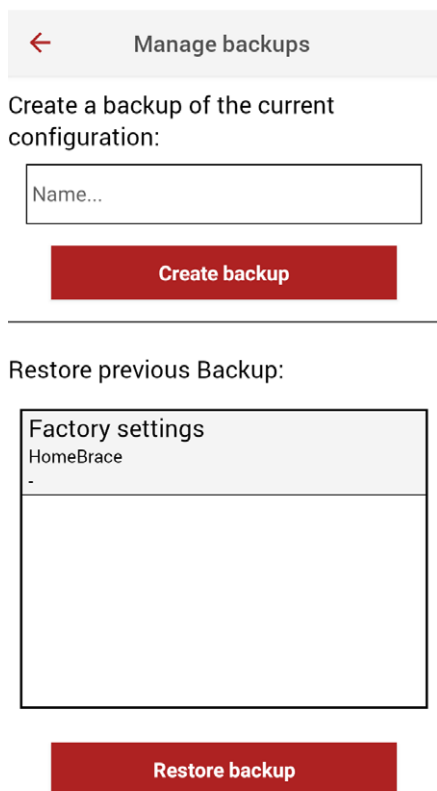
While the button has a purple background, you can press it with the switch. The color change shows you how much time you have left.

- If you need to hold down a button (for example to adjust the volume of your TV or similar), please enable the button's deadman mode (see 06-07). The command will be transmitted via infrared or ELDAT for as long as you hold down the button.



09 Backup

You can back up your current environment control settings directly on the device and restore them whenever you like. This is necessary if for instance you want a second device to have the same features as the first, or if you buy a new device.



Save backup:

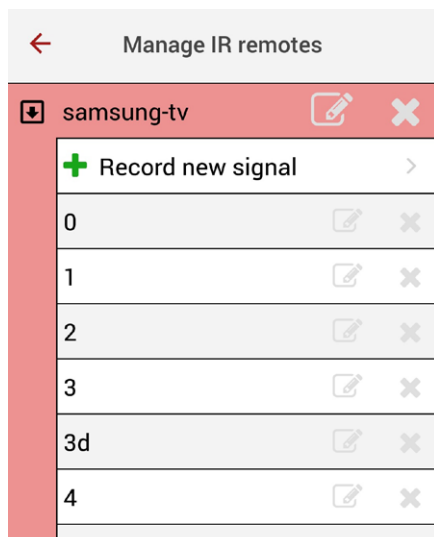
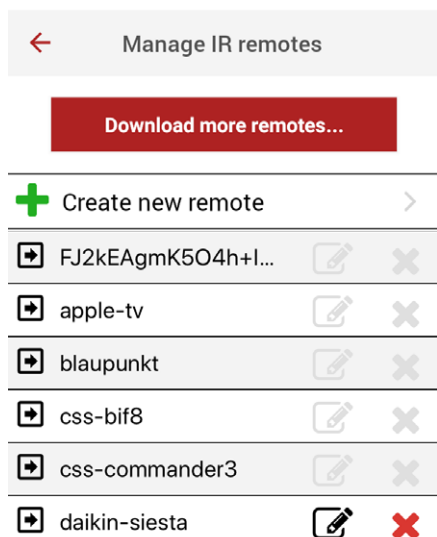
1. Enter the name of your backup.
2. Press „Create backup“.
3. An additional backup will appear underneath with the name you created, and with the name of the device, date and time.
4. The Factory settings backup cannot be changed or deleted.

Restore backup:

1. Choose your selected backup
2. Press the „Restore backup“ button

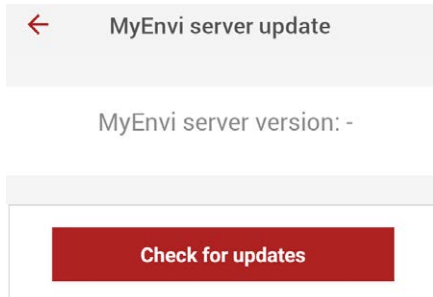
Tip: You can switch back and forth between backups whenever you like.
If the backup does not show up on your list, please log in again. To do this, open the menu and select MyEnvi Relogin. This will reconcile the backup data between your app and MyEnvi headquarters.

10 Managing infrared remote controls



You can use this menu item to download remote control commands securely from our HomeBrace server. You can change these commands, add new ones or delete. To be able to download commands, MyEnvi needs to be connected to the internet. It's best to connect your MyEnvi to your router using a LAN cable.
Please note: Your MyEnvi has to be connected to the internet!

11 MyEnvi server update



Here, you can keep the MyEnvi server up to date. Press the „Check for updates“ button and, if necessary, „Update“, and your MyEnvi does it all on its own. A restart may be necessary. For a restart, disconnect the MyEnvi from a power source for about 30 seconds and then restart.

Please note: Your MyEnvi has to be connected to the internet!

12 Product liability

Pursuant to the liability of manufacturers for their products as defined in the Product Liability Act, the instructions provided in this brochure must be observed (product information and intended use, improper use, product performance, product maintenance, information and instruction obligations). Non-observance releases the manufacturer from any liability.

13 Important safety instructions

Only experts authorized by HomebraceGermany may perform assembly, startup and maintenance. HomeBraceGermany will not be liable for any damage or loss resulting from unauthorized changes to the product.

HomebraceGermany accepts no liability or warranty if the product is combined with other brands. Observe the maximum power supply your peripherals can use (USB port 5VDC; 2.4A). The product is intended for use in dry, indoor premises only. HomebraceGermany accepts no liability or warranty in the event of non-compliance.

14 Maintenance and cleaning

The product does not require regular maintenance. We recommend regular cleaning and disinfection with a disinfectant and cleaner for hospital use.

Clean by wiping with a cloth only.

Wipe all the outer surfaces and allow them to dry on their own. For any repairs, consult an expert.

Send in your device to our after-sales service if it is faulty.

15 MyEnvi disposal

MyEnvi is made of materials that should be sent for recycling. The individual components should be sorted by material type first:

- Iron/aluminium
- Plastic
- Electronic parts
- Cords and cables

Bring these items to the local collection center or have them disposed of by a scrap processing company.

16 Troubleshooting

errors/problems

solving



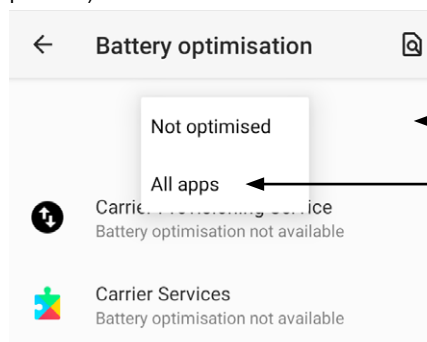
The MyEnvi app shuts down after 15 minutes.

Please open Settings via the menu and make the following settings.

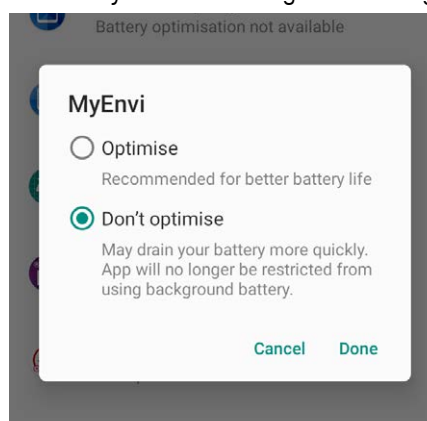
- Open the android settings page 'Ignore battery optimizations' >

Make sure that MyEnvi is allowed to ignore battery optimizations. If this is not the case, then the connection to the MyEnvi Server may fail once the device enters doze mode.

The following menu will open: see all apps (from the selection in the top right, see picture).



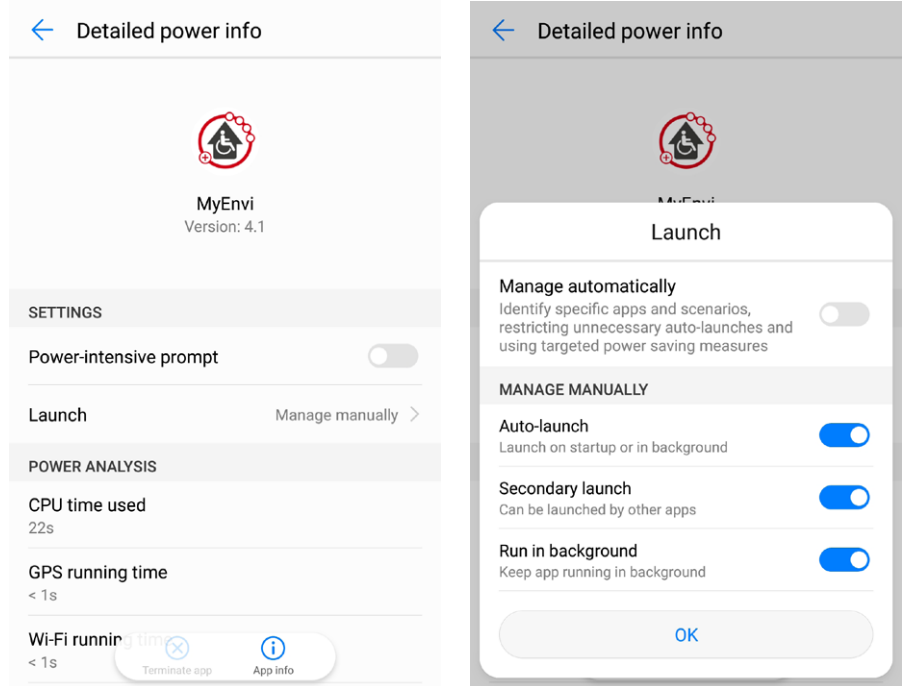
Select MyEnvi and change the setting to Don't optimize.



errors/problems

solving

Some smartphones need an additional setting, for example

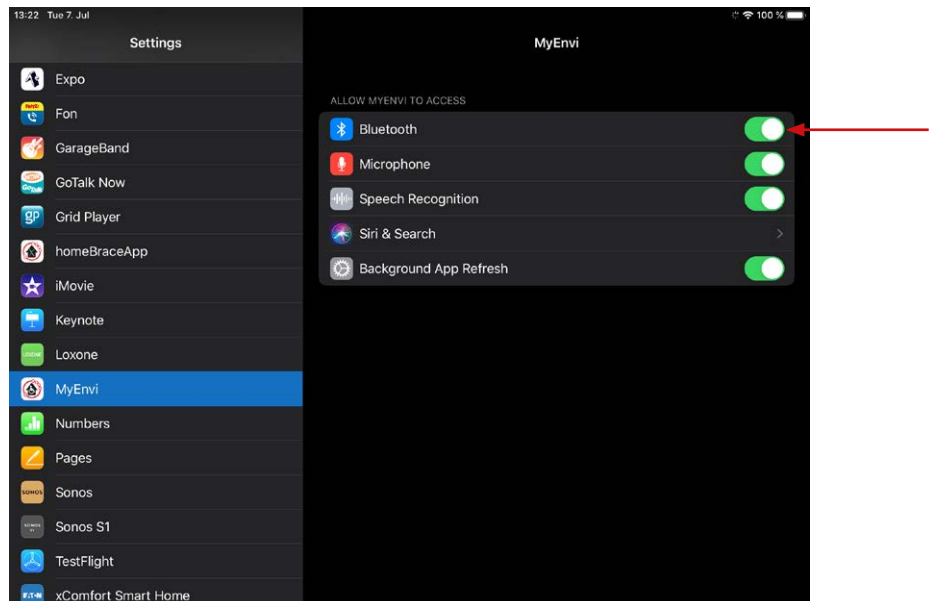


Huawei under Apps and Notifications | Apps | MyEnvi | Battery and Start
If this problem persists, please contact headquarters at +49 7181 255 700.



You want to connect your device via Bluetooth but pairing fails.

Please go into your device settings and check that Bluetooth app pairing is set to On.



Any claim under the warranty in accordance with our General Terms and Conditions of Business shall lapse if the customer independently remedies the defect, in particular by opening the device.



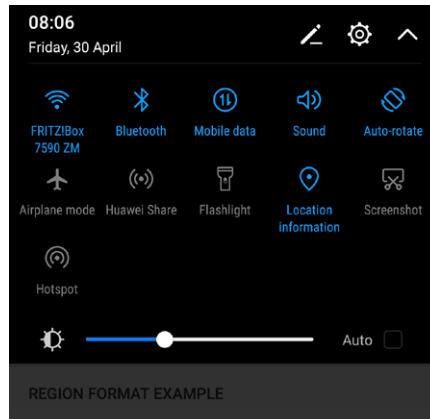
errors/problems

solving

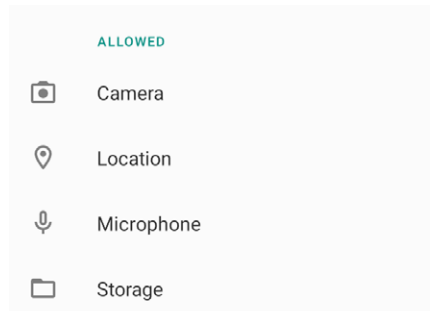


You want to connect your device via Bluetooth but pairing fails.

Please activate „Bluetooth“ as well as „Location“ on your device in the status bar (if location does not appear here, please look under settings) to activate Bluetooth and the GPS tracking function of the device.



App permissions: Please enable all buttons and grant all accesses (under Settings - Apps - MyEnvi - Permissions).



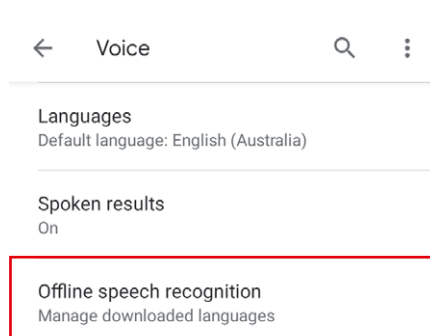
My voice control is not working offline.

Ensure that offline speech recognition is set up on your device.

For example: Huawei: „Settings > System > Languages & input > Google voice typing > Offline Speech Recognition“.

For example: Samsung: „Settings > General Management > Languages & input > virtual Keyboard > Google voice typing > Offline Speech Recognition“.

Please download the Speech-to-Text Library for English here. As soon as it is installed on the device, the speech recognition in the MyEnvi App will immediately work offline.



errors/problems

solving

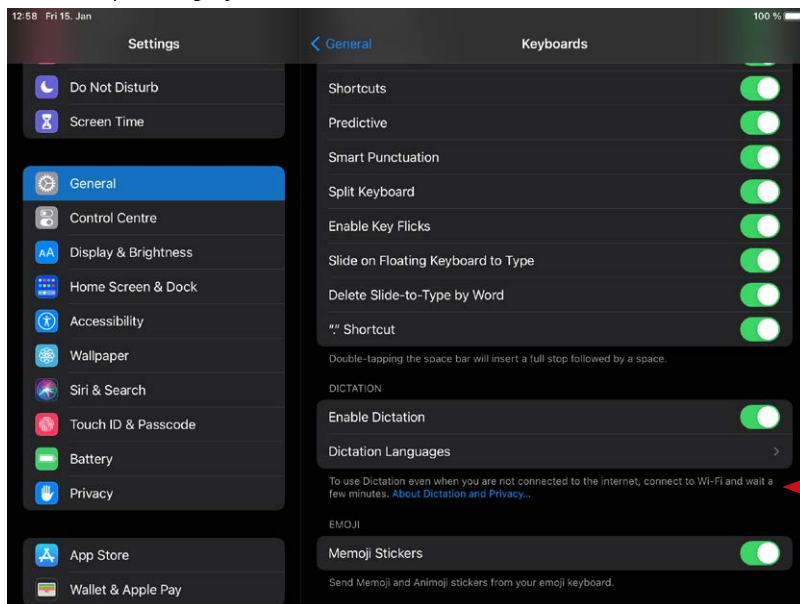


My voice control is not working offline.

Offline voice control works with an iOS version 14.2 or higher. On your device, make sure that voice control is enabled in the MyEnvi app under Settings – MyEnvi:



The app also needs access to the dictation function of the device you are using. Please go to **Settings > General > Keyboard** for this. In the **Dictation** section you will find a note that the dictation function can also be used without an Internet connection. If this hint is not present, you may have installed a too old version of the iOS operating system.



17 Contact

HomeBraceGermany UG (haftungsbeschränkt)
CEO: Thomas Rosner

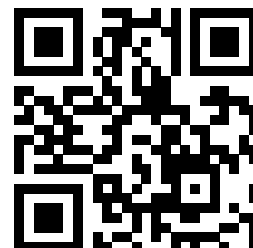
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HomeBrace
Your home at your hands

