

Smart Device Setting for Android

Your phone settings can prevent Medtrum Apps from working. Learn more about the phone settings that will allow your App to work smoothly. Keep additional running apps in the background to a minimum. Gaming and video apps may draw large amounts of processing power and cause occasional signal loss.

1. Phone Settings

1.1 Focus Mode

Digital Wellbeing < Ways to disconnect < Focus Mode

Focus Mode is a tool for eliminating distractions. It's a simple way to quickly block out the apps that you find the most distracting. Using Focus Mode with the Medtrum Apps will prevent you from receiving all alerts, alarms and viewing sensor readings. To make sure the Medtrum Apps can work as expected, either:

- Turn off Focus Mode or
- Remove Medtrum Apps from the Distracting Apps list.

How to remove Medtrum Apps from Distracting App list?

Settings < Digital Wellbeing < Check if Medtrum EasyTouch, EasySense, EasyPatch, Easyfollow Apps are not included in the Distracting Apps list.

1.2 Power Saving Mode

Settings < Device Care < Battery < Power Saving

Power Saving Mode prevents Medtrum Apps from using background data. When it is on, you may not be able to receive real time alerts and alarms. If you are using EasySense, EasyPatch, or EasyTouch, information sending to EasyFollow users may also be delayed. To make sure the Medtrum Apps can work as expected, we do not recommend using Power Saving Mode. For specific smartphone models, you will also need to turn off the Optimise Battery Usage feature.

How to turn Power Saving Mode off?

Settings < Device Care < Battery < Switch off Power Saving.

1.3 Device Location

For Android OS 9.0 to 11.0, Location needs to be turned on for you to use Bluetooth. If Location Service is off, you will not be able to connect to your

Transmitter or Pump base. All connected devices will be automatically disconnected.

How to turn Location Service on?

Settings < Location < turn it on. The location service of each phone may be different based on your Android OS version and device model. Please refer to your smartphone instructions for detailed information.

1.4 Nearby Devices

For Android OS 12.0 or later, Nearby Devices needs to be turned on to find, connect to or pinpoint the location of your Transmitter or Pump Base.

How to turn Nearby Devices Service on?

Settings < Search “Nearby devices” < Nearby Devices < Allow Medtrum Apps.

Or Settings < Apps < Medtrum App < Permissions < Nearby devices < Click “Allow” or “Always Allow”.

1.5 Do Not Disturb Permission

The Do Not Disturb feature of your smart device mutes calls and alerts except for your selected exceptions. You must add Medtrum Apps to the Exceptions list if you are using the Do Not Disturb feature.

How to turn Do Not Disturb permission on for Medtrum Apps?

Follow in-app instructions, or go to Settings < Do not disturb < Exceptions < Apps < add Medtrum Apps.

2. App Settings

2.1 Connection Settings

Go to Settings < Connection

Bluetooth: Switch on

WLAN: Connect your smart device to Internet via WLAN or mobile cellular data.

2.2 Notifications

Follow in-app instructions, or go to Settings < Notifications < Included apps < Add Medtrum Apps if you have previously disabled the notification settings.

2.3 App Permissions

Follow in-app instructions, or go to Settings < Search Medtrum Apps (EasySense, EasyTouch, EasyPatch, EasyFollow) < App info < Permissions. Allow the use of the following features:

Camera

Files and media

Location – allowed all the time

Nearby devices (for Android OS 12.0 and above users)

Turn off the use of the following features:

Remove permission and free up space(for Android OS 11.0 and above users)

2.4 Battery Usage

Follow in-app instructions, or go to Settings < Search Medtrum Apps (EasySense, EasyTouch, EasyPatch, EasyFollow) < App info < Battery, select Unrestricted battery use (do not optimise battery usage) to allow Medtrum Apps to use battery in the background without restrictions.

2.5 Appear On Top Permissions

Follow in-app instructions, or go to Settings < Search Medtrum Apps (EasySense, EasyTouch, EasyPatch, EasyFollow) < App info < Appear on top. This permission allows Medtrum Apps to display alerts and alarms on top of other apps that you are using.

2.6 Lock Apps

You are required to lock the Medtrum Apps in the background so that the system does not stop it from running in the background while you use other apps or lock the smart device. Follow in-app instructions or swipe up from the bottom of you screen and hold it to access the active apps screen. Locate Medtrum Apps (EasySense, EasyTouch, EasyPatch, EasyFollow) and press and hold its app icon at the top. When you get the pop-up, tap on 'Lock this app'.

2.7 Auto Run Apps

Add apps to Auto Run Apps list will allow apps to running in the background. It is strongly recommended to add Medtrum Apps to the Auto Run App list so that the apps can send real-time alerts and alarms in the background. Go to Smart Manager < Utilities < App management < Select and tap Medtrum Apps (EasySense, EasyTouch, EasyPatch, EasyFollow) < Switch on Allow to auto run.

Issues Settings	Cannot connect Transmitter/Pump Base to your mobile application	Lose connection frequently or unable to receive alerts/alarms	Cannot Add Transmitter/Pump Base SN to your mobile application	Data is not uploaded to Easyview Server
Focus Mode		√		
Power Saving	√	√		√
Device Location	√	√		
Nearby Devices	√	√		
Do not disturb		√		
Bluetooth	√	√		
Internet			√	√
Camera & Storage			√	
Location	√	√		
Nearby device	√	√		
Battery	√	√		√
Appear on Top		√	√	
Lock apps		√		√
Auto Run	√	√		√
Remove permission and free up space (Turn off)	√	√	√	