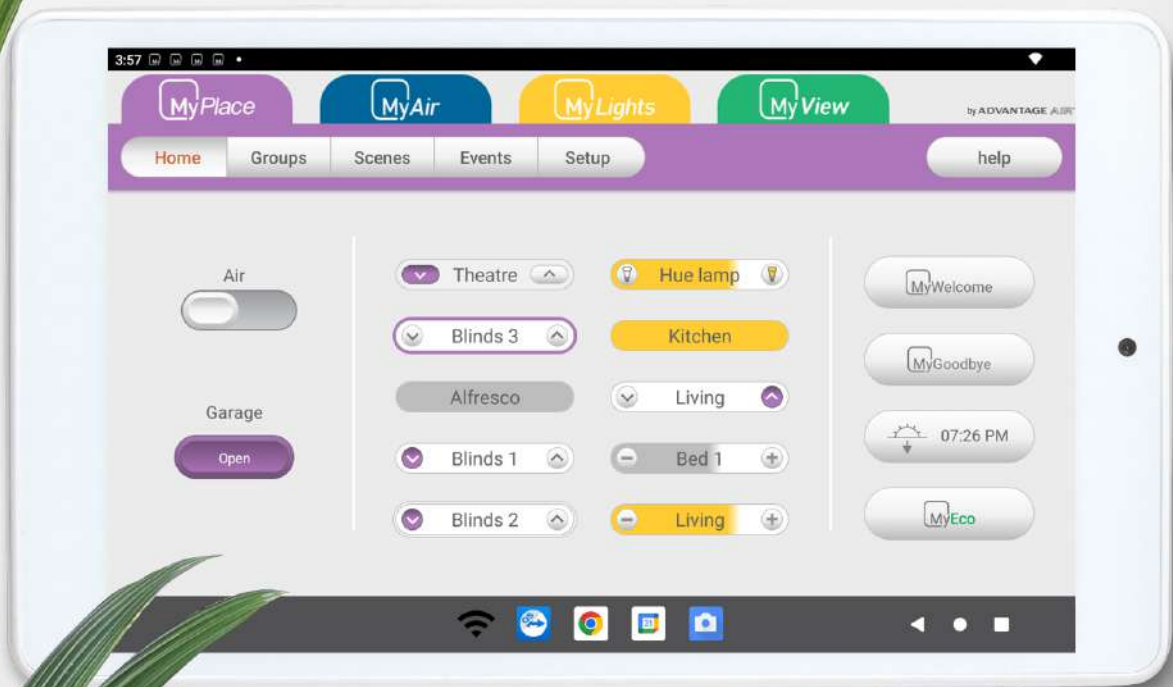


Smart Home Systems

# User Manual

Android Wall Mounted  
Touch Screen



# MyPlace User Manual

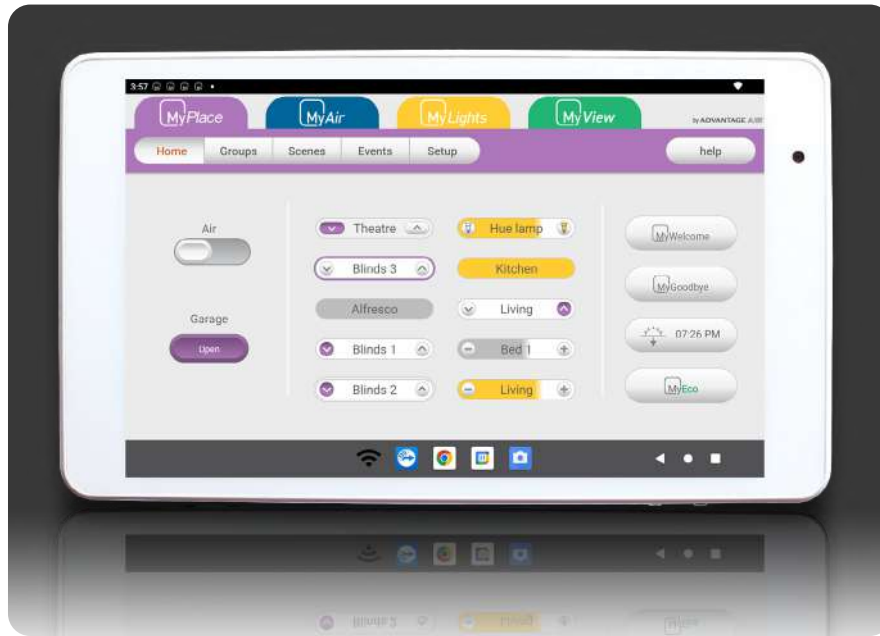
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# 1 - MYPLACE TABLET

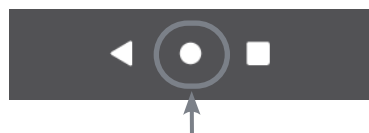
The MyPlace app runs on its own dedicated wall mounted touch screen. This touch screen creates a hub for control of your MyPlace system.



The MyPlace touch screen runs Android, which means it can do so much more than just control your MyPlace system. You can also install apps such as News, Email & Weather from the Google Play Store.

Your MyPlace touch screen is permanently attached to your wall with the ability to pivot between portrait & landscape modes so that you can enjoy all your apps in the orientation that suits them best.

To exit the MyPlace app press the home button from any screen as pictured below.



If you are not familiar with the Android operating system, an abundance of information can be found on the internet.

Advantage Air touchscreens are manufactured using a static Android version, therefore operating system updates to newer Android versions are unavailable. Critical updates will be made available whenever released. See [note](#) at the end of the user manual \*

## 2 - SETTING UP Wi-Fi ON YOUR WALL MOUNTED TOUCH SCREEN

MyPlace allows you to control your MyPlace system from your Android or Apple phone, after installing the MyPlace app on your phone.

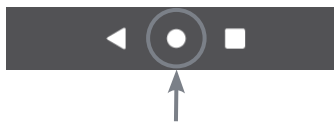
Smart Device control can be used inside your home via your personal Wi-Fi network or remotely using your phones internet connection.

**To use this option you will first need to connect your wall mounted touch screen to your Home Wi-Fi:**

1. Ensure you have an existing home Wi-Fi network & you have your password on hand.

**TIP:** Some routers have the network name (SSID) & password printed on a sticker located on the bottom of the router.

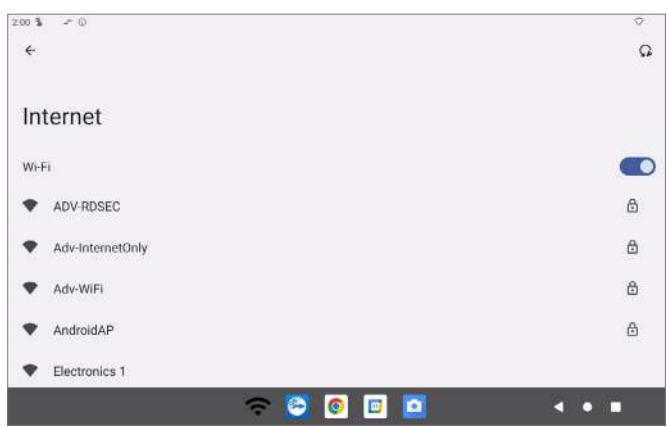
2. Go to your MyPlace wall mounted touch screen & press the home button.



3. Press the Wi-Fi icon as shown in the image.



4. Find your home Wi-Fi network in the list then press it.



## 2 - SETTING UP Wi-Fi ON YOUR WALL MOUNTED TOUCH SCREEN

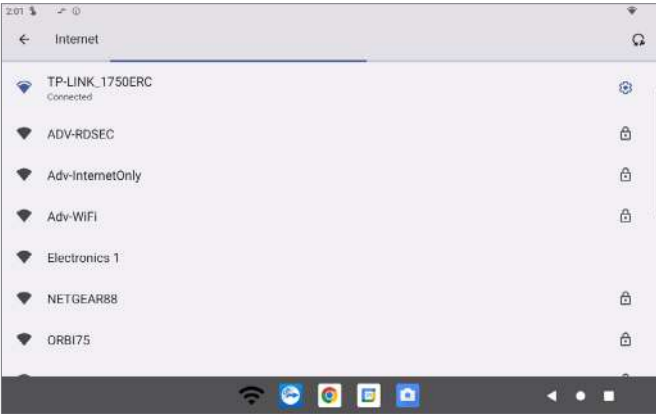
5. Enter your home Wi-Fi network password.



6. Now press connect or the check mark.



7. Once you have connected successfully (it may take up to 2 minutes) you will see the word Connected below your home Wi-Fi network name.



## 3 - APPLE DEVICES

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### Downloading The Apple App

1. If you do not have an Apple ID and password, then create one and verify your email by checking and following the instructions in the email sent to you from Apple.
  - a. See instructions here: <http://support.apple.com/kb/ht2534>
  - b. Be sure to set your country to Australia or South Africa.
2. Download the MyPlace App from the Apple App Store.
  - a. Using your iPhone/iPod/iPad - click on the App Store icon.
  - b. Click on the Search tab at the bottom bar of the screen.
  - c. Type "MyPlace" into the search box.
  - d. Press Search.
  - e. Select the MyPlace App by Advantage Air (It's Free).
  - f. To install, press the blue GET button, and then INSTALL button.
  - g. Enter your Apple ID password (it's case sensitive).

### Installation Troubleshooting

1. Do you have an older Apple device? MyPlace requires your device to be running on latest Apple iOS. Check for iOS Compatibility on [www.advantageair.com.au/support](http://www.advantageair.com.au/support)

**TIP:** Check if you can update your iOS version.
2. If you are using an iPad, then in the App Store you will need to select the iPhone apps button at the top of the search results screen.
3. Check your Apple device is connected to your Home Wi-Fi.

Need help? Please call 1300 850 191.

## 4 - ANDROID DEVICES

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To start downloading items from the Google Play Store app, you need to add a Google Account to your Android phone.

Here's how to add a Google Account to your device:

1. Open the "Settings" app.
2. Under "Accounts", press **+ Add account**.
3. Select Google.
4. Choose **Existing** (if you want to add an account you already have) or **New** (if you wish to create a new one).
5. Follow the instructions to add or create your google account.

Download the MyPlace App from the Google Play Store.

1. Open the Google Play Store app on your device.
2. Search for "MyPlace"
3. Press the MyPlace app.
4. Press "Install" (It's Free).
5. Press **Accept** after reviewing the app's permissions

### Installation Troubleshooting

1. Do you have an older Android device? MyPlace requires your device to be running on latest Android version. Check for Android Compatibility on [www.advantageair.com.au/support](http://www.advantageair.com.au/support)

**TIP:** Check if you can update your Android version.

2. Check your Android phone is connected to your Home Wi-Fi.

Need help? Please call 1300 850 191.

## 5 - COMPATIBILITY

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For details on compatible phones and devices, please visit our website; [www.advantageair.com.au/support](http://www.advantageair.com.au/support)

# 6 - REMOTE ACCESS

MyPlace has the ability to control your system from your Android or Apple smart phone when you are outside of the home Wi-Fi network using your phone's internet connection (eg 4G/5G).

Remote Access requires a reliable Wi-Fi connection between your modem/router & your wall mounted MyPlace tablet.

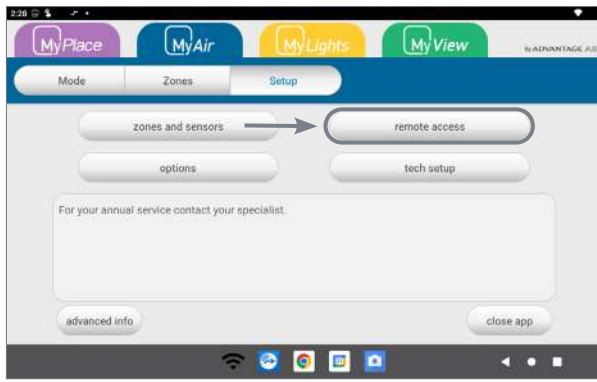
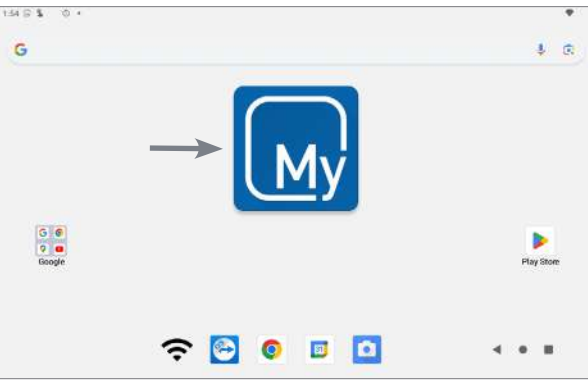
### Enable/Disable Remote Access

Remote access is enabled by default; These instructions show how to disable or re-enable remote access.

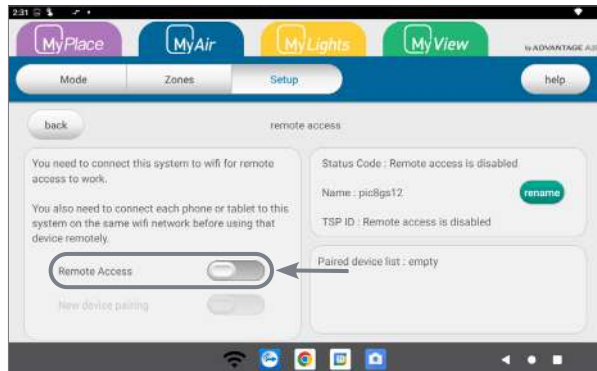
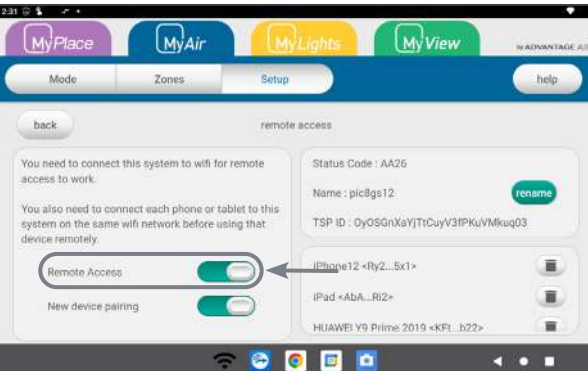
**HINT:** Disabling remote access also clears all paired smartphones/tablets. Android app action, Apple shortcut and notifications will not work either.

The below instructions assume your MyPlace wall mounted touch screen is connected to the home Wi-Fi network (as shown in section 2) and you can control your system from your mobile device when connected to your home Wi-Fi network.

- 1. Open the Myplace App on your wall mounted touch screen and press the Setup button.
- 2. Press the Remote Access button.



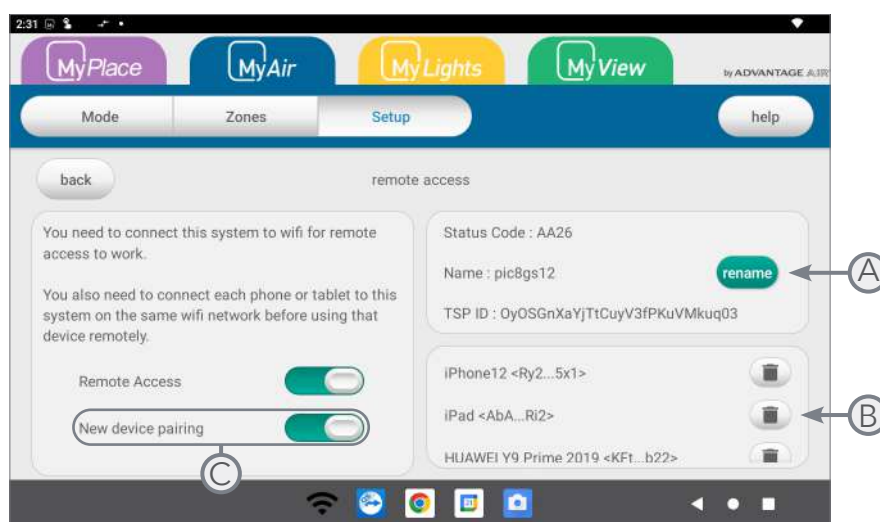
- 3. To disable remote access, press the Remote access button.
- 4. To enable remote access press, the enable button.





## 6 - REMOTE ACCESS

5. After pressing enable, it can take up to 5 minutes before remote access is fully enabled. While your system is enabling remote access you will notice the status code will change numerous times. Once remote access has been successfully enabled, the status will change to AA26. If after 5 minutes your status is not AA26, then please refer to troubleshooting guide below.
6. To pair your phone with your MyPlace touch screen open the MyPlace app on your Android or Apple device while it is connected to the same home Wi-Fi network as your MyPlace tablet then wait 10 seconds.
7. Congratulations, when your phone has an internet connection you will now be able to use the MyPlace app on your phone to control your MyPlace system.



- (A) - If you have multiple MyPlace systems paired to your phone you can change the system remote name in here.
- (B) - Press here to remove the device in the remote access list. After the device has been removed, it will not be able to connect remotely. You will need to re-pair the device to have remote access to your system again.
- (C) - When new device pairing is enabled, all devices that access your MyPlace system via Wi-Fi will be added to the remote access list. Disable this option if you want to stop adding new devices to the remote access list.

## 6 - REMOTE ACCESS

### Troubleshooting

The following info may be useful to the homeowner's I.T. professional when troubleshooting remote access in the MyPlace app.

STATUS	DESCRIPTION	ACTION
AA20	No internet access	Check the MyPlace wall mounted touch screen is connected to the home Wi-Fi network & has access to the internet.
AA21	Remote Connection Error	Please try again in 10 minutes
AA22	The wall mounted touch screen is no longer connected to the internet	Check the MyPlace wall mounted touch screen is connected to the home Wi-Fi network & has access to the internet.
AA26	Remote Access should be working	Your remote access should be working, if you are having trouble try connecting your phone via Wi-Fi for 10 seconds.

For more troubleshooting guide, refer to this [page](#).

## 7 - ANDROID APP ACTION

App action let you quickly launch function that are available in your MyPlace app.

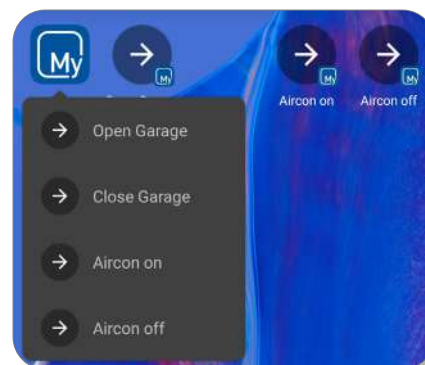
### App actions

- Aircon on
- Aircon off
- Open Garage
- Close Garage
- MyGoodbye scene

**Note:** Only the actions that are applicable to your system would show.

### Creating MyPlace app shortcut

1. Press and hold MyPlace icon.
2. Then, press and drag the app action to the screen.



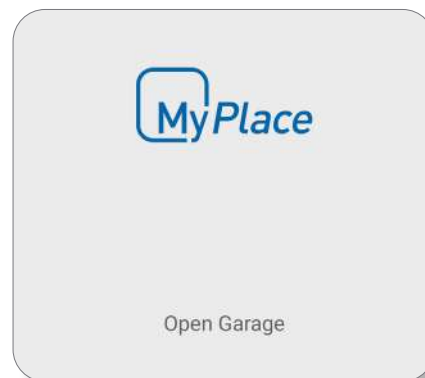
### Launching MyPlace app shortcut

Using the MyPlace icon:

1. Press and hold MyPlace icon.
2. Press the action you want to launch.

Using the MyPlace shortcut icon:

1. Simply press the app shortcut and it will do the action quickly



### Removing MyPlace shortcut icon

1. Press and hold MyPlace app shortcut icon.
2. Press remove.



## 8 - APPLE SHORTCUT AND SIRI

Apple shortcut let you quickly launch a function in your MyPlace app by pressing a button or using your voice.

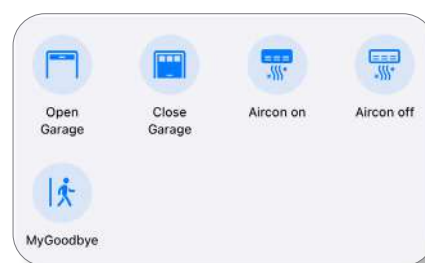
### App actions

- Aircon on
- Aircon off
- Open Garage
- Close Garage
- MyGoodbye scene
- MyWelcome scene

### Creating MyPlace app shortcut

For the Home screen:

1. Open "Shortcuts" app and search for MyPlace.
2. Press and hold the action and press the "Add to Home Screen" option.



For shortcut widget and Siri:

1. Open "Shortcuts" app.
2. Create a new shortcut by pressing + button.
3. Press "add action" and search for MyPlace.
4. Select the action.
5. <Optional> Change the name the shortcut with a phrase you want to say to trigger the action.
6. Press done.



### Launching MyPlace app shortcut

From the Home screen:

1. Simply press the app shortcut in your home screen.

From shortcut widget:

1. Simply press the app shortcut in the shortcut widget.

Using Siri:

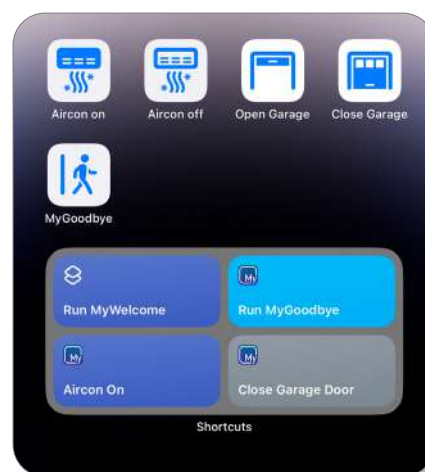
1. Simply say "Siri, <name of the shortcut>".

Example:

"Hey Siri, aircon on".

"Siri, open garage door".

"Siri, run my goodbye".



## 9 - NETWORK TROUBLESHOOTING

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### Things to check first:

- MyPlace in latest version in your tablet
- MyPlace in latest version in phone
- Tablet is connected to internet Wi-Fi

### Tablet coming on & off network. Not automatically reconnecting

1. Check if the signal strength is excellent.
2. Forget Wi-Fi and then reconnect to same Wi-Fi (you will need to re-enter the Wi-Fi password)
3. Restart tablet.
4. Restart modem/router.
5. Change you Wi-Fi connection to 2.4G or 5G network and check.

### Certain routers not allowing remote access

1. Check if the status Remote Access code is AA26. If not, refer to this [table](#).
2. Check if you can open a website (e.g. google.com.au) from chrome browser on the tablet. If the website didn't open, try to reconnect the tablet to the Wi-Fi network.
3. Change your Wi-Fi connection to 2.4G or 5G network and check.
4. Check if you can allow remote access using mobile network internet (tethering) or other Internet Service Provider.
5. Manually change your router channel and channel width to non-congested channel. You need to access your router to change the channel and use a Wi-Fi analyzer app to check Wi-Fi channel around your home.
6. Check the list of tested router .
7. Factory reset the router. SSID and password will return to default.

### Mobile Access not allowed even when tablet is connected to Wi-Fi

1. Check if the status Remote Access code is AA26. If not, refer to this [table](#).
2. Check if the phone and tablet has stable internet connection.
3. Check if you can connect using different phones
4. Connect the tablet to a Wi-Fi hotspot and check if the issue persist
5. Swipe kill the app on TSP and phone.
6. Restart tablet.
7. Change your Wi-Fi connection to 2.4G or 5G network and check.
8. Reinstall the app in your phone.
9. Manually change your router channel and channel width to non-congested channel. You need to access your router to change the channel and use a Wi-Fi analyzer app to check Wi-Fi channel around your home.

### Still having issue?

Have a chat to MyTeam by going to our website (<https://www.advantageair.com.au>) or call us at this number 1300 850 191

## 10 - COMPATIBLE ROUTERS

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Advantage Air endeavors to achieve compatibility with as many routers as possible, and whilst Remote Access works fine on most routers, there are some routers or applications that are not compatible.

If your router is not listed below and you experience issues with the operation of Remote Access, please contact your IT specialist for help with your modem settings.

Router firmware updates may break compatibility, please contact us with any questions or issues.

Brand	Model
TP-LINK	ARCHER C59
TP-LINK	ARCHER C7
TP-LINK	ARCHER Vr200v
NETGEAR	D6300
BELKIN	F9J1108v2
ASUS	DSL-AC68U
HUAWEI	B525s-65a
IINET	TG789vac v2

*tested Wi-Fi 5 routers as of July 2020*

# ADVANTAGE AIR®

## The advantage of Australian-made

MyPlace is designed by Advantage Air, a family-owned Australian company that started out designing and manufacturing innovative ducted air-conditioning. In the last 20 years we have focussed more specifically on smart electronic control systems, including MyPlace.

In this time we have earned a reputation for producing reliable, exceptional products that make daily life easier and more comfortable. We take pride in designing and creating an Australian product that is world class. To achieve this, we embrace technology and invest heavily in research and development.

Our ingenious engineers have developed numerous industry firsts and earned us a number of patents, registered designs and design awards in the process. We are committed to quality and where possible, make our components in Australia.

## Activation code

MyPlace has an activation feature. A code may be required from your installer to activate your system after 21 days.

## Wall mounted touchscreen

Advantage Air touchscreens are manufactured with a static Android version, therefore standard Android operating system updates are not available. Only critical Android updates will be allowed.

## Peace of mind warranty

Advantage Air components are well known in the industry for their quality and durability. To prove our confidence, we provide a 5 year warranty on all electronic controls.

## ADVANTAGE AIR®

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115 Vulcan Road, Canning Vale  
Western Australia 6155

T: 1300 850 191

E: techsupport@advantageair.com.au

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Farm, Queensland 4009

#### Sydney

Advantage Air (NSW) Pty Ltd  
7/10 Anella Avenue, Castle Hill,  
New South Wales 2154

For further assistance, call our MyTeam Support on 1300 850 191, Mon-Fri from 6am to 5pm WST.

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