Envision Companion User Guide

An extensive guide for Envision Companion app users. Find out how to get started and explore all the possibilities of the Envision Companion app.

envision · companion

Updated on September 23, 2024 for Envision Companion App Version 1.0.2 on Android and 1.0.3 on iOS

For a more up-to-date version of this guide, visit: support.letsenvision.com

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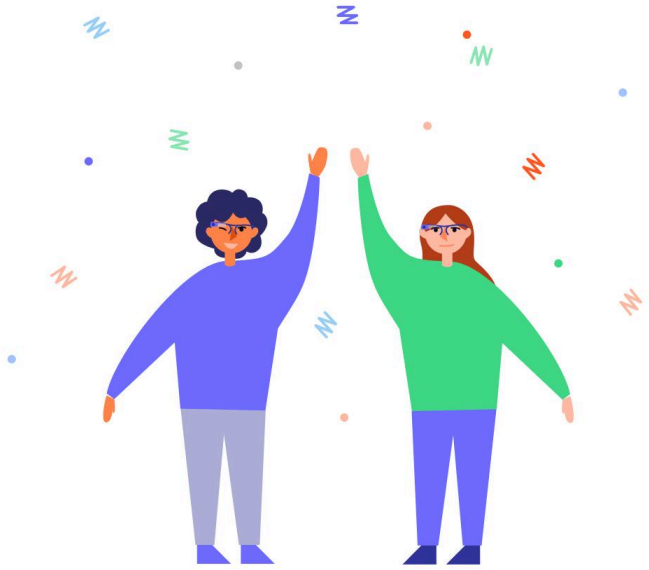
Table of Contents

1. Welcome to the Envision Family **4**
2. Getting Started **5**
2.1 What is the Envision Companion App? 5
2.2 Download and Install Envision Companion App 5
Supported Operating System Software Versions 6
Download from App Store 6
Download from Google Play Store 6
2.3 Becoming a Companion 7
Sharing Invitation via Envision Companion App 7
Adding a Companion via the Envision App 8
3. Tips on Optimising Companion Calls **8**
3.1 Audio Quality 8
3.2 Connectivity 8
4. Assisting an Envisioner **9**
4.1 Special Situations 9
Elevators 9
Basements 9
Doorways 9
Staircases 10
4.2 Communication 10
Language to Use 10
Giving Directions 10
5. Tutorials & Guides **11**
5.1 Call a Companion Explanation Video 11
6. Supported Languages **11**
How to start supporting translations? 13
Why is my language not on the list? 13
7. Contact Us **14**

1. Welcome to the Envision Family



We hope you will enjoy the Envision experience and that our products can be of assistance to you in your everyday life.

This document is a detailed guide to help you get started on taking full advantage of all the features available on the Envision Companion app. If for any reason your Envision Companion app is not working as expected, we have also included a list of troubleshooting steps. Additionally, our Customer Success Team is always happy to assist you with any concerns by sending an email to **support@letsenvision.com**

The future of wearable cameras that we have all been dreaming of is finally here.

2. Getting Started

In this section, you will find general information about what the Envision Companion app is, how to download it, how to create an account and how to become a Companion for an Envisioner.

2.1 What is the Envision Companion App?

The Envision Companion app is a free standalone app that connects a companion, a chosen family member or friend, with an Envisioner, an Envision Glasses user, via a video call. When an Envisioner is confronted with a task or situation in which additional visual information could be useful, they can reach out to their companion for assistance.

The Envisioner activates the Call a Companion feature on the Envision Glasses, and the Companion receives a notification on their phone. Once answered a companion sees what is in front of the Envisioner and provides assistance. With the help of a companion, a number of tasks can be made more accessible, from navigating new environments to choosing a colour-matched outfit. The Envision Companion app can be installed for free by a companion from the App Store on iOS or Play Store on Android. Here are the links for both of them:

1. **Download for iOS**
2. **Download for Android**

2.2 Download and Install Envision Companion App

Envision Companion app is a free application that allows family and friends to receive video calls that will allow them to see through the camera of the Envision Glasses. This article contains:

1. **Supported Operating System Software Versions**
2. **Download from App Store**
3. **Download from Play Store**

Supported Operating System Software Versions

In order to download the **Envision Companion** app, your smartphone must have a compatible operating system software version:

- **iOS Smartphones:** We currently support iOS 13 and above.
- **Android Smartphones:** We currently support Android Version 7 Nougat and above.

Download from App Store

To install the **Envision Companion** app on iOS you can tap here or you can follow the next steps:

1. Navigate to the App Store icon on your phone.
2. Tap on the App Store.
3. Tap on the search tab, located in the bottom right corner of the screen.
4. Type **Envision Companion** into the search box and tap the **Enter** key. Once you are on this search results page, complete the following steps:
5. Swipe through the results and look for the Envision **Companion** app from Envision Technologies B.V.
6. Tap the **Download** button and authenticate your purchase.
7. That's it, you've successfully downloaded the **Envision Companion** app.

Download from Google Play Store

To install the **Envision Companion** app on Android you can tap here or you can follow the next steps:

1. Navigate to the Google Play Store icon on your phone.
2. Tap on the Google Play Store.
3. Tap on the search tab, located at the top of your screen.
4. Type **Envision Companion** into the search box and tap **Enter.**
5. After you search for the **Envision Companion** app, you will be presented with a list of apps that match or come close to matching what you searched for.

The **Envision Companion** app will be the first option. Once you are on this search results page, complete the following steps:

1. Swipe through the results and look for the Envision **Companion** app from Envision Technologies B.V.
2. Tap the **Install** button and authenticate your download.
3. Tap the **Download** button.
4. That's it, you've successfully downloaded the **Envision Companion** app.

2.3 Becoming a Companion

If you have installed the **Envision Companion** app and you already have an account, it's time to actually become a **Companion** for an **Envisioner.**

There are two methods to become a **Companion.** The first method is to share a link with an **Envisioner** via the **Envision Companion** app. The second method is for an Envisioner to manually add the **Companion**'s email address in the **Envision App.**

Please follow the steps of your preferred method below:

Sharing Invitation via Envision Companion App

1. Go to the **Envisioners** tab on the **Envision Companion** app.
2. Tap on the (+) plus icon, and share the link with an **Envisioner** via Whatsapp, email, text message or any other app that is your preferred method of communication.
3. Once you have selected your communication channel, click on the contact that you wish to add, then click **Send.**
4. The **Envisioner** will need to click on the link that you sent. This will open the **Envision App** and automatically have you added as a **Companion** to whom they can make a video call.
5. You've officially become a **Companion** for the **Envisioner**.

Adding a Companion via the Envision App

1. Open the **Envision App.**
2. Go to the **Glasses** tab.
3. Go to **Settings.**
4. Go to **Envision Companion.**
5. Tap on the **Add a Companion** button.
6. Enter the email address of the **Companion** that you want to add. This email address is shown in their dashboard on the **Envision Companion** app.
7. Tap on **Send Request.** You will get a pop-up notification stating that the *'Companion has been added successfully'.*

3. Tips on Optimising Companion Calls

In this section, you will find tips related to audio and internet connection that will help a Companion and an Envisioner have a successful video call.

3.1 Audio Quality

Sometimes when an **Envisioner** calls you while they are out and about, things may be a bit noisy in the background. Or perhaps, you may be in a crowded environment. Background noise may interfere with the audio quality, making it difficult for you and the **Envisioner** to hear each other well and communicate properly. However, there are some things that both of you can do to optimize the audio:

1. As a **Companion**, it is important to find a place with no background noise and where you know you will not be disturbed or interrupted. This way, the **Envisioner** will be able to hear you more clearly and you can guide them most effectively.
2. On the **Envisioner's** end, using earphones with a microphone can improve the audio quality of the call. This is particularly the case when they are outside, especially in environments with a lot of background noise.

3.2 Connectivity

In order to avoid connectivity issues during your call with an **Envisioner**, keep the following things in mind.

1. Make sure that you are connected to a stable internet connection.

2. Be aware of the connection during the call. This means that whenever the connection seems compromised, video or audio is lagging, inform the **Envisioner** about it.
3. Make sure that your phone is not in **Power Saving Mode** on Android or **Low Power Mode** on iOS. Especially not when using a hotspot connection, as this could result in lower quality of the video for the **Companion.**
4. Always choose the best connection available, whether that is using 4G or 5G on a hotspot or Wi-Fi when you're at home.

4. Assisting an Envisioner

In this section, we offer communication tips on how a Companion can provide directions in special situations and what language to use with an Envisioner when making video calls.

4.1 Special Situations

The **Envision Companion** app is meant to connect blind and visually impaired people with those who can provide assistance. Please use your own discretion when assessing appropriate situations for use of the **Envision Companion** app. Below are examples of special situations in which assistance requires a detailed explanation.

Elevators

Keep in mind that when an **Envisioner** is entering an elevator the connection might drop. Before they enter, make sure to warn them that the connection may drop. However, once they come back out of the elevator, the connection should return.

Basements

Similarly, when a user enters a basement or any other building with poor signal, the connection may drop. Again, make sure to warn the **Envisioner** about this.

Doorways

When an **Envisioner** encounters a doorway, ensure that they are on the hinged side of the door. As they get closer to it, explain which way it opens.

Staircases

When an **Envisioner** encounters a step or a staircase, first let them know whether they go up or down. Let them know once they have reached the top or bottom of the staircase.

4.2 Communication

As a **Companion,** use your own judgement to assess the **Envisioner's** needs when it comes to offering assistance. Before making a call, you should already know how the **Envisioner** would like to be guided. We advise you to first try this at home.

Blind or low-vision individuals require you to guide them using communication in a slightly different way than you would with a sighted person. A few communication tips are listed below:

Language to Use

1. Use clear and concise language.
2. In dangerous situations say '*Stop*' **instead of** '*Look Out*'*.*
3. Try to describe everything in the **Envisioner's** surroundings, and warn them of obstacles such as tree branches, roadblocks, cars, and much more.

Giving Directions

1. Give specific directions, such as *'The crossing is about five meters to your right',* as opposed to *'The crossing is over there'.*
2. Include details in your description of the **Envisioners'** surroundings, such as colors, shapes and landmarks.
3. When specifying which way to look or walk, make sure you are referring to the **Envisioner's** left or right, not yours.
4. While guiding the Envisioner on which way to walk, use the numbers on a clock as an indication of the direction you want them to go in. For instance, if you want them to walk straight ahead, say **12 o'clock,** or if you want them to take a right, say **3 o'clock.** Do discuss with your **Companion** this beforehand to do it in this way.

Note: Use your own judgement to determine how an **Envisioner** would prefer to be guided. For instance, some people do not need detailed descriptions of their surroundings, and some people may use an alternative method for directions, for instance '*Southwest*' or '*90 Degrees*'*.*

5. Tutorials & Guides

In this section, you can download the PDF manual that explains in detail what the Envision Companion app is, how to become a Companion for an Envisioner and a video tutorial that explains step by step how to use this feature in Envision Glasses.

Please keep in mind that the **Envision Companion** app used to be called the Envision Ally app. The full name transition to **Envision Companion** app will be reflected soon on both App Store and Google Play Store. In the meantime, if you would like to download the **Envision Companion** app, please go to the Download and Install Envision Companion App article for more details.

5.1 Call a Companion Explanation Video

For more details on how to use the Call a Companion feature in Envision Glasses please tap here.

6. Supported Languages

Having users from different parts of the world, and speaking different languages doesn't stop us. Help us make Envision accessible to everyone in their native language. We use the crowdsourcing platform **Crowdin** to translate our strings. If you wish to support us, you can log in to Envision's projects and translate the text from **English** into your language. The languages you can assist in translating for **Envision Companion** app are as follows:

1. Albanian (sq)
2. Arabic (ar)
3. Bengali (bn)
4. Bulgarian (bg)
5. Chinese Simplified (zh-CN)
6. Chinese Traditional, Hong Kong (zh-HK)
7. Croatian (hr)
8. Czech (cs)
9. Danish (da)
10. Dutch (nl)

11. Estonian (et)
12. Finnish (fi)
13. French (fr)
14. Georgian (ka)
15. German (de)
16. Greek (el)
17. Hebrew (he)
18. Hindi (hi)
19. Indonesian (id)
20. Italian (it)
21. Japanese (ja)
22. Korean (ko)
23. Lithuanian (lt)
24. Malayalam (ml)
25. Nepali (ne)
26. Norwegian (no)
27. Persian (fa)
28. Polish (pl)
29. Portuguese (pt)
30. Portuguese, Brazilian (pt-BR)
31. Romanian (ro)
32. Russian (ru)
33. Serbian, Cyrillic (sr-Cyrl)
34. Sinhala (si)
35. Slovak (sk)
36. Slovenian (sl)
37. Spanish (es)
38. Swedish (sv)
39. Thai (th)
40. Turkish (tr)
41. Ukrainian (uk)
42. Urdu, India (ur-IN)
43. Vietnamese (vi)

How to start supporting translations?

To start translating in Crowdin, follow these steps:

1. Tap here to sign up and log in.
2. Tap on a project that you would like to translate: Envision App, Envision Glasses, or Envision Companion app.
3. Now tap on the language that you want to translate.
4. Tap on the **Strings.xml** file, this will open the editor.
5. You can now start translating strings! The good news is that Crowdin is accessible for screen readers and there are keyboard shortcuts that will speed up the process of translating strings.

Why is my language not on the list?

Would you like to translate it into your native language, yet it is not yet available on Crowdin? Please send your language request to **Envision's Customer Success Team** at support@letsenvision.com

7. Contact Us

At Envision, we strive to provide our end users with the best accessible experience, which is why we continue to evolve and collect continuous feedback to prioritise our roadmap and fulfill your wish list.

To share your feedback with **Envision Team,** follow these steps:

1. Open the **Envision App** and navigate to the **Settings** tab
2. Tap on **Give Feedback**, a comment box will appear in which you can share your thoughts with us in detail. Tap on Send once you want to submit it.

We currently offer online assistance via email at support@letsenvision.com, and by private messaging on Twitter and Facebook. Envision's Customer Success Team Specialists are real, friendly human beings. We love answering questions, solving problems and helping you get the most out of Envision products.

Please do not hesitate to reach out to us at any time, we are always ready to respond to all your concerns during business hours: **Monday through Friday 10:00-17:00 Central European Time and 07:00-15:00 Central Standard Time.**

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