permobil

User's manual

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How to contact Permobil

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Important information

Before you begin using your ConnectMe, it is important that you read and understand the content of this user's manual and in particular the *general warnings and precations* on page 9.

The user's manual are primarily intended to acquaint you with the functions and characteristics of the equipment. It also contain important safety and maintenance information.

Information about our products can be found at **www.permobil.com**.

All information, pictures, illustrations and specifications are based upon the product information available at the time when the user's manual was printed. Pictures and illustrations that are found in the user's manual are representative examples and not intended to be exact depictions of the various parts of the wheelchair.

We reserve the right to make changes to the product without prior notice. The most updated ConnectMe user's manual is available for download on our website, **www.permobil.com**.

If you are visually impaired, this document can be viewed in PDF format at **www.permobil.com** or alternatively ordered in large text.

Technical support
In the event of technical problems, please contact Permobil.

Spare parts and accessories
Spare parts and accessories must be ordered through Permobil. The expected service life of ConnectMe is 1 year.

Scrapping
Contact Permobil for information about scrapping agreements in force.

Warranty
ConnectMe is supplied with a 1 year product guarantee. For more details about warranty:
permobilus.com/support/warranties/#permobil

Issues with product
If you have any issues or problems with your product, please contact Permobil.

Installation
ConnectMe must be installed more than 20 cm / 7.874” from the user.

Cyber security
If you discover or suspect that someone have been tampering, removed or replaced the device without being a service technician from a service center, dealer or Permobil contact Permobil Support immediately.

Attention!

Following symbols will be used to note significant importance to safety concerns:

⚠ WARNING!

Please use extreme caution where this warning symbol appears. Failure to observe warnings can lead to personal injury and property damage, including damage to the wheelchair.

⚠ CAUTION!

Please use caution where this symbol appears.

Prepare for use

In order to make sure that nothing happened to ConnectMe while it was being shipped please check following before use:

• All products ordered are included in the delivery, including manuals and other documentation. If something is missing, please contact your supplier or Permobil for further information. *See "included items" on page 16.*

• No transport related or other damages have occurred to the product. If something has been damaged or appears to be incorrect, please contact your supplier or Permobil for further information as soon as possible.

If ConnectMe device is not behaving normally, power off your wheelchair and contact your dealer or Permobil immediately.

⚠ WARNING!

General warnings and precations

ConnectMe must be installed by an authorized Service technician. If the product is incorrectly installed, it may cause damage to the product, the wheelchair, other property and/or bodily harm to the user.

ConnectMe is solely made for Permobil power wheelchairs. Mounting ConnectMe to any equipment, other than a Permobil power wheelchair, is prohibited. If a user fails to follow this warning, Permobil takes no responsibility for the resulting damage.

When ConnectMe is not attached to a Permobil wheelchair, store the product in a secure location to prohibit unauthorized access. Do not store ConnectMe in rooms susceptible to mist, dampness or water, such as pool areas, laundry rooms, or similar rooms. If you have questions about proper storage of the ConnectMe, contact your supplier or Permobil.

⚠ WARNING!

The ConnectMe device contains a radio transmitter. In certain areas radio transmission is not allowed and ConnectMe has to be set to airplane mode, *see page 18*. Examples of these types of areas include, but are not limited to:

- Areas with potentially explosive atmospheres such as fueling areas, below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders.
- Areas where radio silence is requested such as hospitals, clinics or health care facilities in order to prevent possible interference with sensitive medical equipment.
- At airports or inside airplanes where you are instructed to do so by airport or airline staff.
- Blasting areas or in areas posted with notifications requesting "two-way radios" or "electronic devices" to be turned off to avoid interfering with blasting operations.

Please refer to the pages in this manual in order to learn how to set ConnectMe device in airplane mode *(page 18)* or completely Off *(page 22)*.

The user is responsible for paying attention to where radio transmission is allowed and also where it is not allowed.

Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance would void the user´s authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
1) This device may not cause harmful interference.
2) This device must accept any interference received, including interference that may cause undesired operation.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance.

To maintain compliance with FCC RF exposure compliance requirements, please follow operation instruction as documented in this guide. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter, except the transmitter built-in with this device.

⚠ WARNING!

Modifications

Any unauthorized modifications to ConnectMe device or its various systems may increase the risk of personal injury and property damage, including damage to the wheelchair. Do not modify ConnectMe device. Modifications to ConnectMe, may cause damage to the device, the wheelchair, other property and/or bodily damage. Any adjustment to the ConnectMe must be performed by an authorized Permobil technician.

Maintenance and Service

Only carry out the minor adjustments and maintenance specified in the user's manual. All other service, repairs and maintenance must be performed by an authorized Permobil technician.

Purpose of ConnectMe

ConnectMe is a cellular solution that provides communication between the Permobil wheelchair and Permobil cloud service. It is also used in near field communication for transfer of data between the wheelchair and a *Bluetooth®* device e.g. SmartPhone.

Technical specifications

Radio network

GSM:	Quad-band 850/900/1800/1900 MHz
UMTS:	RF Band: B1, B2, B5, B8
Network antenna:	Internal
Connectivity:	*Bluetooth*® 4.1
Connectivity antenna:	Internal

Positioning

GNSS:	A-GPS L1, GLONASS, Galileo
GNSS antenna:	Internal

Dimensions and weight

Dimensions (LxWxH):	85x48x19 mm (excluding cable)
Cable length:	1 m
External connectors:	6-pin MODU, 4 pin RNET
Weight:	60 gram, 145 gram including cable

Rating

Power Operation:	Operational: 24VDC Imax=430mA, Iavg=60mA Standby: 24VDC max 0.5mA
Main fuse:	500mA
Ambient temperature:	Storage: -40°C to +65°C (-40°F to +149°F) Operating: -25°C to +50°C (-13°F to +122°F)

Product approval

ConnectMe fulfil the requirements according to:

	EN 12184	EN 301 908-2 v7.1.1
	EN 14971	EN 300 328 V1.9.1
	EN 60601-1 + A1	EN 62311
	EN 301 489-1 v1.9.2	ISO 7176-9
	EN 301 489-7 v1.3.1	ISO 7176-14
	EN 301 489-17 v2.2.1	ISO 7176-21
	EN 301 489-24 v1.5.1	ETSI TS 134 124 v10.0.0
	EN 301 511 v12.1.1	
FCC	FCC 47 CFR Part 15 B	
	FCC 47 CFR Part 15 C (15.247)	
	CFR47 1.1310 2.109	
	KDB 447498 D01 v06	
	ConnectMe FCC ID:	2AKPO331495
	Device contains FCC ID:	N7NWP8
IC	ConnectMe IC ID:	22277-331495
	Device contains IC:	2417C-WP8
Industry Canada	RSS-GEN, Issue 4	
	RSS-247, Issue 1	
	RSS 102, Issue 5	

Market approval

AT&T	Certified for use in AT&T Global network
PTCRB:	Certified according to PTCRB in North America
Bluetooth®:	Declared *Bluetooth*® Smart Product

Supported wheelchairs[1]

Chassis:	M3
	M5
	F3
	F5
	M300
	M400

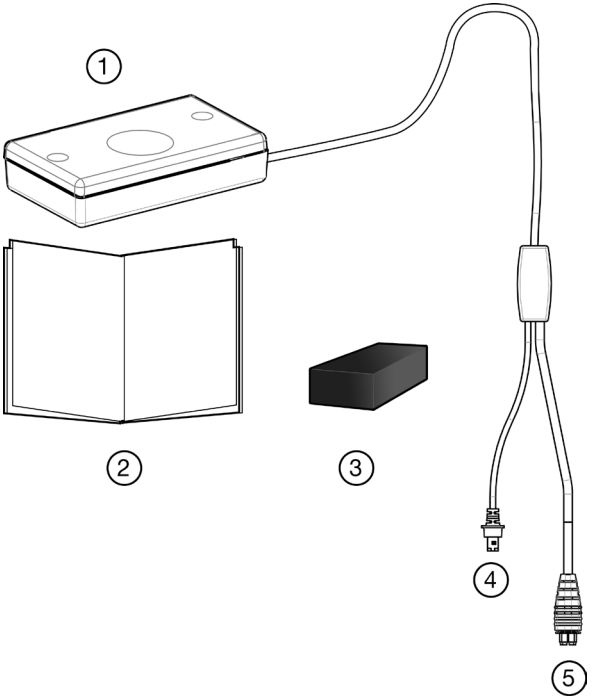
This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:
(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme à la licence de l'Industrie Canada - exonéré CNR. Opération est sujette aux deux conditions suivantes:
(1) Cet appareil ne peut pas causer de l'interférence ; et
(2) Cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable du dispositif.

[1] This list is subjected to change as ConnectMe support for wheelchairs will evolve. Contact your dealer or Permobil for further information about the current list of supported wheelchairs.

Product overview

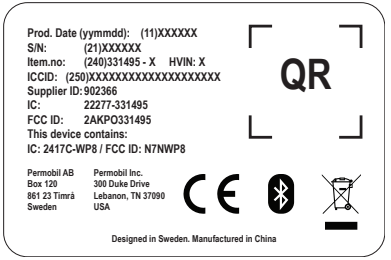
1. Housing with push button.
2. Manual
3. EPDM rubber for installation.
   See installation instruction chapters.
4. Cable with ICS connector.
5. Cable with R-net connector.



Cleaning

You can clean your ConnectMe with a soft cloth/sponge if necessary.

Serial number label



The serial number label of ConnectMe is located on the backside of the enclosure.

Label explanations:

Numbers in parenthesis refer to QR code GS1 Application Identifiers

Prod. Date (yymmdd):	Date of manufacturing
S/N:	Serial number
Item.no:	Permobil internal item number with revision
HVIN:	Hardware Version Identification Number
ICC ID:	Integrated Circuit Card Identifier
Supplier ID:	Permobil assigned manufacturer ID
IC:	Industry Canada assigned ID
FCC ID:	FCC assigned ID
This device contains: IC: 2417C-WP8 / FCC ID: N7NWP8:	This is the FCC/IC ID of the pre-qualified embedded GSM/UMTS module.
Permobil AB:	Manufacturer adress
Permobil Inc.:	Alternative manufacturer address

Turn OFF radio transmission, activate Airplane mode

1. Make sure the main fuse is in “On” position. Please see section in your wheelchair manual. Go into seat mode by using ”Mode” button on the joystick.

2. Scroll through seat menus until menu M6 is shown.

3. Lean joystick forward in more than 5 seconds.

4. A warning message will be shown in display indicating "Airplane Mode On". This means that the transmitting modem on ConnectMe device is off.

   The warning message will continue to show in the display as long as the Airplane Mode is active. The wheelchair will however work as normal.

Turn ON radio transmission, deactivate Airplane mode

1. Make sure the main fuse is in “On” position. Please see section in your wheelchair manual. Go into seat mode by using ”Mode” button on the joystick.

2. Scroll through seat menus until menu M6 is shown

3. Lean joystick forward in more than 5 seconds

4. The warning message "Airplane Mode On" will disappear. ConnectMe is now fully operational again.

General usage

When mounted on wheelchair, ConnectMe requires no maintenance or operation by the user. Do not store ConnectMe in rooms susceptible to mist, dampness or water, such as pool areas, laundry rooms, or similar rooms.

You can clean you ConnectMe with a soft cloth/sponge if necessary.

If you have questions about proper storage of ConnectMe, contact your supplier or Permobil. All interaction with ConnectMe is either done through the cloud service web interface or from companion *Bluetooth*® device.

Turn off ConnectMe completely

ConnectMe device is powered as long as the battery in the wheelchair is connected to its electronics. In order to completely turn off ConnectMe device the main fuse has to be set in its "Off" state. Please refer to the installation section in this document.

⚠ CAUTION!

Installation

This product must be installed by an authorized service technician. If the product is wrongfully installed it can cause damage on the ConnectMe and/or wheelchair.

For more information about installation and software update see www.permobil.com, Permobil Updater or installation instruction.

ConnectMe

The ConnectMe devices uses the Internet, cellular capabilities, *Bluetooth®*, and GPS to allow data to safely move between the device, wheelchair and other *Bluetooth®* devices.

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