

MyPermobil FAQs

How do I activate?

The primary method of MyPermobil activation is through Bluetooth connection from your smartphone to your power wheelchair. Please refer to user video or step-by-step instruction guide.

Why do I have to activate my wheelchair to use MyPermobil?

Permobil respects our users' privacy; therefore, remote connectivity is turned off by default during the production process. Permobil does not collect any data without consent. During the MyPermobil activation, you must provide consent and agree to the data privacy regulations.

Does MyPermobil use my mobile phone data?

MyPermobil uses minimal user mobile data or Wi-Fi only during initial activation of the wheelchair. Ongoing data transmission to the cloud relies on the internal SIM card in the ConnectMe module in the power wheelchair base.

Do I have to be on Wi-Fi to use MyPermobil?

Wi-Fi or cellular connection is needed during initial set-up and activation of MyPermobil.

How do I know if MyPermobil is compatible with my wheelchair?

In the Australia and New Zealand, MyPermobil is compatible with M & F-Series Corpus/Corpus VS models built after December of 2017. Technology is always changing, and there may be some additional software/hardware considerations depending on the age of your wheelchair. Please contact your service provider or Permobil Customer Support for more information.

I already have MyPermobil. How do I update my app to get the new features?

The latest updates to the MyPermobil app will occur automatically after the release of the MyPermobil Voice Assistant feature in May 2021.

How does MyPermobil estimate how far I can travel?

Permobil uses an exclusive advanced calculation method to estimate battery charge and travel distances. Battery range estimates are provided in both hours & distances and updated approximately every 5-10 minutes within the app. Please note, travel distances are estimates only and are based on the original battery type and model ordered. Factors such as user weight, extra carrying load, ambient temperature, terrain, inclines and driving behaviour may impact accuracy of estimates.

I do not want to share my location. How do I make sure the GPS tracking is turned off?

GPS tracking is not required to use the MyPermobil app and can be turned on or off at any time. To disable GPS, select "no" to location services during initial activation or slide GPS tool bar to "Off" from within the app dashboard.

Why doesn't my location show up on the map?

GPS tracking must be enabled to use the interactive map feature in the app. GPS can be easily turned on/off in the app on the main dashboard page at any time. If GPS is enabled, places that have been visited for >30 minutes will appear as part of historical travel details. If a current or historical location does not appear, it is possible that the GPS signal was limited due to an environmental obstruction such as tall trees, buildings or other environmental obstruction. Please note that the GPS receiver may not be able to be located when you are in an inside setting away from large windows.

What does Permobil do with the data collected and can I have access to it?

Permobil owns the data and end-users are in control of how it is collected, used and stored. We do not share any raw or unprocessed data. However, we may share wheelchair insights and reports to authorised providers in order to secure quality to our end-users. Additionally, Permobil may use unidentifiable data for purposes of scientific research or improving product quality and end-user outcomes.

Why is there an Airplane Mode on my wheelchair? How do I enable/disable Airplane Mode?

As the ConnectMe module transmits data much like our mobile phones, users must have a way to temporarily disable that function in areas that data transmission is not allowed. The standard method to turn Airplane Mode on/off for a proportional control such as a joystick, is to go to the seating mode and give a 15-second left command.

How do I turn on/off Airplane Mode if I have an OMNI or OMNI2 with a switched driver input device?

For wheelchairs with an OMNI or OMNI2 switched input device, Airplane Mode can be accessed via “M6” in seating mode. Simply scroll to M6 in the seating menu and provide a 5-second forward command to turn Airplane Mode on or off. Yellow arrows indicate data is being transmitted (Airplane Mode off) and the absence of yellow arrows indicate no data transmission (Airplane Mode on).

Why is there a difference between battery status information in the MyPermobil app versus on the joystick display?

The methods used to calculate a power wheelchair’s battery level are different, so discrepancies between the app and joystick indicator lights may occur. The joystick display may consider a surface charge or fast increase in voltage when representing status on the battery indicator lights. MyPermobil calculates battery charge status using a Permobil exclusive battery calculation that takes into account a battery’s state of charge, state of health and the remaining driving distance. While no estimates can be completely accurate, as you learn how your wheelchair behaves in different conditions over time, the information presented on both the joystick and app will help you better gauge how far you can go each day.

What is MyPermobil Voice Assistant?

The MyPermobil Voice Assistant is an Amazon Alexa and Google Assistant skill that allows users to communicate with their power wheelchair via voice in order to access important wheelchair information.¹ This includes battery charge status, distance traveled and individual seat function usage. The Voice Assistant feature is available on power wheelchairs with ConnectMe1 Firmware v11 or higher or any ConnectMe2.

Is additional hardware or software required in order to use the MyPermobil Voice Assistant feature?

Yes, additional hardware required includes an Amazon Echo, a Google Nest or an Alexa or Google Assistant enabled smart speaker. Additional software required includes either the Alexa or Google Assistant/Google Home app. The additional hardware is not included in the purchase of a MyPermobil equipped power wheelchair.

How do I connect and get started with MyPermobil Voice Assistant?

To link the MyPermobil Voice Assistant to Alexa or Google Assistant, please refer to the step-by-step instruction guide. Please note that you need to have a MyPermobil user account in order to get started.

What questions can I ask MyPermobil Voice Assistant?

Once the MyPermobil app is linked to Alexa or Google Assistant, you can ask:

- What is the current battery level?
- When did I last charge?
- What is my estimated range?
- How far can I drive with my current battery charge?
- How often did I reposition today?
- What are my usage records? (i.e., longest distance traveled in one day and most repositions done in one day)
- What’s my serial number?

Will the MyPermobil Voice Assistant always understand what I say?

Permobil does not have a direct impact on how well Google and Alexa understand each end-user. However, the Google Assistant and Alexa are voice assistant technologies that get better as they learn and understand individual speaking styles.

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