



MyPermobil FAQs

How do I activate?

The primary method of MyPermobil activation is through Bluetooth connection from the smartphone to 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 MyPermobil activation process user must provide consent and agree to the data privacy regulations.

Does MyPermobil use my cell phone data?

MyPermobil uses minimal user cell data or WiFi as 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 WiFi to use MyPermobil?

WiFi or cellular connection are needed during initial set-up and activation of MyPermobil.

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

In the US and Canada MyPermobil is compatible with M & F-Series Corpus/Corpus VS models built after December of 2017.

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

The MyPermobil app will prompt you that an update is available. You may receive notification in the app that your wheelchair also requires an update. This process is required to update the ConnectMe module in your wheelchair. To trigger this update please turn on your wheelchair with a motor brake disengaged and leave wheelchair on for a minimum of 15 minutes. When update is complete, re-engage the motor brake and cycle power on your wheelchair.

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 behavior 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 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 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 authorized 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 cell 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 being transmitted and Airplane Mode is off.

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.