

Setup & Installation

- 1. How do I set up my new PushTracker E2?**

There is an initial set up process to get your new PushTracker E2 ready to pair and connect. Refer to this [video](#) for step-by-step instructions and other how-to videos.
- 2. Do I have to use my phone to set up my new PushTracker E2?**

You should use your personal phone to set up your new PushTracker E2. You can use someone else's phone to set it up, but you should use your google account on that person's phone.
- 3. How do I get Wear OS by Google on my phone? What if I have an iPhone?**

The PushTracker E2 can work with both Android or iOS. The Wear OS by Google app can be found in the Google Play or Apple App store.
- 4. What is the minimum requirements to set up the PushTracker E2 (install the Wear OS by Google app)?**

Android 6.0 and iOS 10.0 are the minimum requirements to install the Wear OS by Google app on your phone, and to then be able to set up the PushTracker E2.
- 5. Are Windows phones compatible with the Wear OS by Google app?**

The Wear OS by Google app does not support Windows phones. Therefore, as a direct result, the SmartDrive MX2+ app is not compatible. To check your phone compatibility, please visit <https://wearos.google.com/wearcheck/>
Please note, if you do not have a compatible phone to set up your PushTracker E2, you can use someone else's phone as per Question 2.
- 6. What is the minimum requirements to install the PushTracker Mobile App?**

The PushTracker Mobile App requires iOS 9.0 or later. Android version requirements may vary depending on the device, since there are thousands of different makes and models of phone that utilise that operating system.
- 7. How long will it take me to set up my new PushTracker E2 the first time?**

Setting up your new PushTracker E2 can take up to 20 to 25 minutes.
- 8. Why do I need a Google account?**

Your Google account allows you to access the Google Play store. The store is where you will download the SmartDrive MX2+ app for your new PushTracker E2.
- 9. Do I have to use a Google email?**

No, you can use any email for your Google account. If you already have a Google email, it will most likely be your default email for your Google account.
- 10. How do I find my SmartDrive MX2+ app on my new PushTracker E2?**

Push the button on the side of the PushTracker E2, then scroll up or down on the screen until you see the SmartDrive MX2+ title and icon.
- 11. How to I change my SwitchControl settings?**

SwitchControl works in momentary function at 2.4 km/h out of the box. If you want to change these settings, you can do so through the settings menu on the SmartDrive MX2+ app on your PushTracker E2, or through the PushTracker Mobile app on your phone.
- 12. Can I get another band for my PushTracker E2? If so, what is the correct size?**

The band for the PushTracker E2 is interchangeable. Different bands can easily be found on online retail stores. The size for the band is 22mm.

Updates

- 1. I have a PushTracker E2. How do I keep my devices up to date?**
The PushTracker E2 can perform wireless updates on its own. It must be connected to Wi-Fi, or your phone via Bluetooth or hotspot to do so.
- 2. I have a SwitchControl and/or an original PushTracker. How do I keep my devices up to date?**
Use the PushTracker Mobile app on your phone to keep your SwitchControl, original PushTracker and SmartDrive up to date.
- 3. I recently purchased the new PushTracker E2. Do I need to update my SmartDrive?**
Yes, to get full functionality of your SmartDrive, use the PushTracker E2 to perform a wireless update. Refer to this [video](#) for step-by-step instructions.
- 4. Does the version of operating system of Wear OS by Google on TicWatch E2 affect the function of my SmartDrive MX2+ app? My concern is that the app will become unfunctional due to a sudden upgrade of my operating system.**
It can, but Permobil has an agreement with Mobvoi, the TicWatch E2 manufacturer who controls when these system updates are being released. Mobvoi will notify Permobil in advance of any updates and provide early access for testing. This will prevent the issue of your concern.
- 5. Would SwitchControl Button with Mono-Jack be compatible with an existing SmartDrive in the market if its firmware is upgraded?**
Yes, the SwitchControl Button with Mono-Jack is usable and compatible with existing MX2+'s, with or without doing a firmware update. It will have all of the current Thumb Throttle Button functionality (momentary and only able to drive 2.4 km/h) until the firmware is updated. Afterwards, it will have all of the new SwitchControl functionality (momentary vs. latched, and its own max speed limit of up to 6 km/h).

Connectivity

- 1. How do I pair my SmartDrive to my new PushTracker E2?**
If it is the first time pairing, you can pair by just tapping the green "Turn Power Assist On" button. At any point you can use the "Pair SmartDrive" function in the SmartDrive MX2+ app settings menu. Refer to this [video](#) for step-by-step instructions.
- 2. How do I connect my new PushTracker E2 to Wi-Fi?**
Go to the settings app from the main app menu of the PushTracker E2 (not within the SmartDrive MX2+ app). Select connectivity, then select Wi-Fi, and then follow the prompts on the screen.
- 3. How do I reconnect my PushTracker E2 to my phone?**
Make sure both devices have Bluetooth enabled, then open the Wear OS by Google app up on your phone. Then keeping the app open, toggle Bluetooth off and on with your phone.
- 4. What do I do if I lose Bluetooth connection between my PushTracker E2 and SmartDrive?**
First try to turn power assist off and then back on using the green button on the main screen. If that doesn't work, cycle the SmartDrive power off and then back on. If neither of those work, try re-pairing the SmartDrive through your settings menu within the SmartDrive MX2+ app.
- 5. Does the phone have to be with the person using the SmartDrive?**
No, the phone used to set up your SmartDrive does not have to be with your SwitchControl or PushTracker E2 in order to use your SmartDrive. However, in saying that, if you choose to use your PushTracker E2 as a smart watch, then your phone must remain within Bluetooth range to achieve full functionality and the Wear OS app must remain open in the background.

Usability

- 1. My PushTracker E2 is on my wrist, but the “Turn Power Assist On” button is grey and won't let me push it.**
The sensor on the back of the PushTracker E2 may not be sensing you are wearing it. First try to take the PushTracker E2 off and then reapply it to your wrist. If that doesn't work, you can turn off the “Check Wrist” function in the settings menu of the SmartDrive MX2+ app.
- 2. The tap sensitivity of the PushTracker E2 feels and performs differently. Why?**
When compared to the original PushTracker, the PushTracker E2 is different. It utilises different hardware and programming. Subsequently, this effects its tap sensitivity. Changing the tap sensitivity parameter in the settings menu on the SmartDrive MX2+ app does not change how hard you need to tap. Instead, it changes the PushTracker E2's receptiveness to hand motion. To ensure you are able to perform an effective tap, make sure you use the tap training feature in the SmartDrive MX2+ app before operating the SmartDrive.
- 3. I only liked using SmartDrive with MX2 mode. Can I still do this with the new PushTracker E2?**
Yes, the PushTracker E2 can be used in MX1, MX2 and MX2+ modes.
- 4. Why can't I see my SmartDrive MX2+ settings even though I went to settings?**
All of the SmartDrive MX2+ settings are changed within the SmartDrive MX2+ app. Be sure to go to the settings menu within the app, and not the settings for the PushTracker E2 device itself.
- 5. How do I change my SwitchControl settings?**
If you have a PushTracker E2, you can control all your settings through the settings menu in the SmartDrive MX2+ app. If you don't have a PushTracker E2, you will need to use the PushTracker Mobile app to control all your settings.
- 6. What does Momentary and Latched mean?**
Momentary and Latched are terms used in the Complex Rehab Technology (CRT) industry to explain different driving capabilities.
Momentary means you push the button to go, and then the motor stops when you let go of the button. It only works in the “moment” you push it.
Latched means you hold the button until you reach a safe, desired speed and then when you let go the motor continues to cruise until you push the button again to stop it.
- 7. My PushTracker E2 battery drained and I wasn't using it at all. What happened?**
The PushTracker E2 brings additional functionality of a smart wearable. Therefore, its battery life will be dependent on how you use it. One important consideration to make is that “Turn Power Assist Off” has been selected when you are not using the SmartDrive. This can drain the battery life considerably as the PushTracker E2 is constantly searching for Bluetooth connection to the SmartDrive.
Other adjustments you can make to save battery life include: decreasing the brightness level; turning off “Always On” screen; turning off Wi-Fi; turning off location tracking (GPS); turning off “Ok Google”; and using Mobvoi watch faces.
For more information, please refer to the [‘PushTracker E2 - Battery Life Tips & Tricks’](#) document.
- 8. What is a USB Power Bank? Also, I want to make sure whether this is for my SmartDrive or my PushTracker E2.**
A USB Power Bank is a normal USB bank charger that can be used for charging a mobile phone. A USB Power Bank is for the PushTracker E2, in case it is out of power. A USB Power Bank cannot charge the SmartDrive, since the SmartDrive motor voltage is 36 V. A USB Power Bank's voltage is only 5 V.
- 9. Who do I contact when my SmartDrive is not working right?**
Your first point of contact if you are having issues with your SmartDrive is the dealer who provided you with the device. Alternatively, you can contact the customer service team at Permobil Australia on 1300 845 483.

Procurement

1. Where can I get a new PushTracker E2?

A new PushTracker E2 can be purchased from a Permobil-certified dealer or from an online retail store such as [amazon.com.au](https://www.amazon.com.au) [search for TicWatch E2 by Mobvoi].

2. Is there a way for me to trade in or upgrade my current PushTracker?

If you have an original PushTracker and a SmartDrive that is MX2+, you qualify for an upgrade. A user upgrade campaign is currently running until 30 June 2020. If your original PushTracker was ordered from Permobil Australia on 15 August 2019 or after, you qualify for a free upgrade. If it was ordered from Permobil Australia before 15 August 2019, then you qualify for a 25% discount off the recommend retail price. To check your eligibility, please visit <https://permobilsmartdrive.com/en-us/upgrade> and then contact the customer service team at Permobil Australia on 1300 845 483.

For more troubleshooting, check out the PushTracker E2 how-to videos at permobilus.com/howtosmartdrive.

