

Fleet Management FAQs

What is Fleet Management?

Fleet Management is a web-based portal that gives service providers access to valuable real-time wheelchair data and analytics on their customers' activated wheelchairs. It helps by providing the opportunity for a more proactive service model and simplifying the remote diagnostic and service process for the Connect enabled wheelchair.

What is the difference between Fleet Management and MyPermobil?

Fleet Management is a web-based portal that provides power wheelchair data and analytics of activated wheelchairs to the service provider. MyPermobil is a smartphone app that gives the end user real-time power wheelchair insights including battery range estimates, distance illustrations and logs, seat activity usage and the newly added Voice Assistant feature.

How does the end user activate their chair?

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 does the end user have to activate their wheelchair in order to transmit data to Fleet Management?

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 process, the user must provide consent and agree to data privacy regulations.

When should the power wheelchair be activated?

The user of the power wheelchair must give consent for the wheelchair to be activated. Ideally, activation occurs during the initial delivery of the power wheelchair to allow for immediate sharing of vital chair data to the Fleet Management portal. If activation does not occur at delivery,

the chair can be activated at any time. Note that data transmission to the Fleet Management portal will not begin until activation, and that no data prior to the activation date will be sent to the Fleet Management portal.

Does the end user need to be on Wi-Fi in order to transmit data to Fleet Management?

Wi-Fi or cellular connection are only needed during the initial activation process. Data transmission to Fleet Management relies on the internal SIM card in the ConnectMe module in the power wheelchair base.

How is the Connect ready power wheelchair entered into my dealer branch?

The wheelchair is assigned to the correct dealer branch in Fleet Management before it leaves the Permobil factory.

Can Fleet Management be accessed from both a computer and a mobile device?

Yes, the Fleet Management Portal is browser-based and can be accessed from a computer, smartphone, or tablet via an internet browser.

My client does not want to share their 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, the client can select "no" to location services during initial activation or slide GPS tool bar to "Off" from within the app dashboard.

Who can the user contact for questions about MyPermobil or Fleet Management?

The user's local Permobil Territory Sales Manager or Permobil Customer support can help with usage questions. For privacy related questions, email us at privacy@permobil.com.