

PushTracker E2 & SwitchControl FAQs

Set up & Installation

How do I set up my new PushTracker E2?

No. There is an initial set up process to get your PushTracker E2 ready to pair and connect. Refer to this video [link] for more information on set up and a library of how to videos.

Do I have to use my phone to set up my PushTracker E2?

You should use your personal phone to set up your 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.

How do I get Wear OS on my phone? What if I have an iPhone?

The PushTracker E2 can work with Android or iOS. The Wear OS app can be found in the Apple App store or the Google Play store.

How long will it take me to set up my PushTracker E2 the first time?

Setting up your new PushTracker E2 can take up to 25 minutes.

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.

Do I have to use a Google email?

No, you can use any email for your Google account. If you do have a Google email, it will most likely be your default email for your Google account.

How do I find my SmartDrive MX2+ app?

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.

How to I change my SwitchControl settings?

SwitchControl works in momentary function at 1.5 mph out of the box. To change these settings, you can through the PushTracker E2 or the PushTracker app on your phone.

Can I get another band for my PushTracker E2? What size?

The bands for the PushTracker E2 are interchangeable and can easily be found online retails stores. The size for the band is 22".

Updates

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 WiFi or your phone via Bluetooth or hotspot to do so.

I have a SwitchControl and/or an original PushTracker. How do I keep my devices up to date?

Use the PushTracker app on your phone to keep your SwitchControl, original PushTracker and SmartDrive up to date.

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.

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Connectivity

How do I pair my SmartDrive to my PushTracker E2?

If it is the first time pairing, you can pair for by just tapping the green “turn power assist on” button. At any point you can use the “Pair SmartDrive” function in the settings menu. [how to video links].

How do I connect my 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.

How do I reconnect my PushTracker E2 to my phone?

Make sure both devices have Bluetooth enabled, then open up the Wear OS app on your phone. Then keeping the app open toggle Bluetooth off and on with your phone.

What if I lose Bluetooth connection between my PushTracker E2 and SmartDrive?

First try to turn power assist off and on using the green button on the main screen. If that doesn't work, cycle the SmartDrive power on and off. If neither of these work, try repairing the SmartDrive through your settings menu within the app.

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.

Usability

My PushTracker E2 is on my wrist, but the “turn power assist button” and it won't let me push it.

The sensor on the back of the device may not be sensing you are wearing it. You can turn off the “check wrist” function in the settings of the SmartDrive MX2+ app.

I only liked using SmartDrive with MX2 mode. Can I still do this with the new PushTracker E2?

PushTracker E2 can be used in MX1, MX2, and MX2+ modes.

My PushTracker E2 battery drained and I wasn't using it at all. What happened?

You can save battery life by adjusting the following: decrease brightness level, turn off always on screen, turn off wi-fi, turn off location tracking (GPS), turn off “Ok Google”, and use Mobvoi watch faces

How do I change my SwitchControl settings?

If you have a PushTracker E2 you can control all your settings through the PushTracker E2. If you don't have a PushTracker E2, you will use the PushTracker app to control all your settings.

Why can't I see SmartDrive MX2+ settings even though I went to settings?

All of the SmartDrive MX2+ settings are changed within the app. Be sure to go to the settings menu within the app, and not the settings for the device itself.

Who do I contact when my SmartDrive is not working right?

Your first point of contact if you are having issues is the dealer who provided you with the SmartDrive. Our customer support staff can also help at support.smartdrive@permobil.com.

What do 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 if 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 start it.

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Procurement & Funding

Will my insurance pay for a SmartDrive, PushTrackerE2, and SwitchControl?

Insurances cover SmartDrive as a power assist device (i.e. HCPCS code e0896) if you qualify medically. If you are receiving a new SmartDrive, the PushTracker E2 and SwitchControl are included.

Where can I find resources on documentation/letters of medical necessity?

We have an LMN generator on EZ-TI (Permobil TiLite manual wheelchair configurator) and ... [links on landing page]. You can also reach out to our funding experts at us_funding@permobil.com.

Where can I get a new PushTrackerE2? Do I have to use a dealer?

A new PushTracker E2 can be purchased from Permobil [insert site] or from online retailers like Amazon [search for TicWatch E2 by Mobvoi]. You can also go through your dealer if you prefer to work with them.

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. If you received your original PushTracker on Aug 1st or after, you qualify for a free upgrade. If you received it before Aug. 1st, then you qualify for a \$40 discount off MSRP, which equals \$160.