

SmartDrive

Frequently Asked Questions

Getting Started – PushTracker E2

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

Set-up takes 5-10 minutes, with no Wi-Fi or phone required. The SmartDrive apps are already installed. Follow the instructions on the sleeve around the PushTracker E2 box or watch our [training video here](#).

2. Do I have to use Wi-Fi and/or my phone to set up my PushTracker E2?

No. The PushTracker E2 doesn't require a phone or Wi-Fi for initial set-up.

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

Set-up only takes about 5-10 minutes.

4. How do I change my settings?

You can change all SmartDrive settings directly through your PushTracker E2. Swipe up from the main screen and select "Settings" from the menu screen.

5. My PushTracker E2 is on my wrist, but the "turn power assist button" isn't working or is grey.

The sensor on the back of the device may not be recognizing you are wearing it. You have the option to turn off the "check wrist" function in the settings of the SmartDrive MX2+ app. Watch our [training video here](#) to learn more about the "check for wrist" function.

6. How do I control my SmartDrive using the PushTracker E2?

The PushTracker E2 allows you to use tap gestures to control your SmartDrive. Practice these before you try to use your SmartDrive for the first time. Watch our [training video here](#) on how to practice tap gestures. You can also change control modes to MX2 or MX1. Watch this [training video here](#) for how to change any setting.

7. How do I set the time on my PushTracker E2?

Swipe up on the PushTracker E2 screen until you reach the SmartDrive MX2+ menu, then select "Date & Time".

8. How do I find my SmartDrive MX2+ app?

The initial screen on your PushTracker E2 is an easy button that takes you directly to the SmartDrive MX2+ app. Or you can push the button on the side of the PushTracker E2, then swipe up until you see the SmartDrive MX2+ title and icon. Favorite it, making it easier to find next time, by touching and holding the icon for ~3s. Watch our [training video here](#) on how to find and favorite the app.

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

The bands for the PushTracker E2 are interchangeable and can easily be found on online retailers. The width size of the band is 22 mm.

Getting Started – SwitchControl

1. How do I install SwitchControl?

Use the instructions provided with your SwitchControl buttons to mount your buttons and run the cord under your cushion. You can also find the [installation instructions here](#).

2. How do I use SwitchControl?

SwitchControl allows you to use your SmartDrive with the simple touch of a button. There are two modes: momentary or latched. Watch our [training video here](#) on when or where you might use SwitchControl.

3. What do Momentary and Latched mean?

Momentary means you push the button to go, and then the SmartDrive 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 stop it. Watch our [training video here](#) on Momentary and our [training video here](#) Latched functions.

4. How do I change my SwitchControl settings?

If you have a PushTracker E2 you can control all your settings through the device. If you don't have a PushTracker E2, you will use the PushTracker app to control all your settings. Watch our [training video here](#) on how to change SwitchControl settings

5. I changed my SwitchControl settings using my PushTracker E2, but it didn't work?

The new settings have to be communicated to the SmartDrive after the change is made. Touch “Turn Power Assist On” to send your settings to the device. Be sure to “Turn Power Assist Off” if you don't intend to use it right then.

6. What do the blinking lights mean on my SwitchControl buttons?

The blinking LED lights indicate what mode your SmartDrive is in. Watch our [training video here](#) to know what each blinking light pattern indicates.

Tips & Tricks

1. How do I mount my SmartDrive to my wheelchair?

The SmartDrive mounts directly to your manual wheelchair under your seat. We have different ways to mount your SmartDrive depending on if you use a rigid manual wheelchair ([training video here](#)) or a folding manual wheelchair ([training video here](#)).

2. How do I pair my SmartDrive to my PushTracker E2?

If it is the first time pairing, just tap the green “Turn Power Assist On” button. At any point you can use the “Pair SmartDrive” function in the settings menu.

3. How do I connect my PushTracker E2 to Wi-Fi?

Connecting to Wi-Fi is simple. Press the button on the side, then select “Settings”. From there select “Connectivity” and then “Wi-Fi”.

4. What do I do 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 screen. If that doesn't work, cycle the SmartDrive power on and off. If neither of these work, try pairing the SmartDrive again through your settings menu within the app.

5. How can I access the SmartDrive MX2+ app (or any app) quicker?

The watch face you select may have shortcut buttons built into it. You can program these buttons to allow you to access apps directly from the watch face. Watch our [training video here](#) to learn how to create a short cut.

6. 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 and can be changed through the settings on the PushTracker E2. Watch this [training video here](#) for how to change your settings.

7. How can I improve my PushTracker E2 battery performance?

The best way to improve battery performance is turn power assist off when not using it (e.g. no blinking blue ring). You can decrease the time of your "Power Assist Timeout" setting to help. We also have a "[PushTracker E2 - Battery Performance Tips](#)" [here](#).

8. 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 SmartDrive MX2+ app, versus the settings for the device itself.

9. Who do I contact when my SmartDrive or PushTracker E2 are not working right?

Your first point of contact if you are having issues is the provider who delivered your SmartDrive. You can also contact our customer experience team at support.smartdrive@permobil.com.

10. 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. Swipe un from the main screen until you reach the SmartDrive MX2+ menu, then select "Wireless Updates". Watch our [training video here](#) for "Wireless Updates".

11. How do I keep my PushTracker E2 and SmartDrive up to date?

All updates require Wi-Fi. E2 operating system updates are completed by following these steps: Settings app -> System -> About -> System updates.

SmartDrive (i.e. the unit itself) updates are completed by selecting "wireless updates" in your SmartDrive MX2+ app menu. Swipe un from the main screen until you reach the SmartDrive MX2+ menu, then select "Wireless Updates". Watch our [training video here](#) for "Wireless Updates".

Updates to SmartDrive apps on your PushTracker E2 require a Wear OS account, please contact support, smartdrive@permobil.com. or your local Permobil representative for details.

Funding & Medical Documentation

1. Will insurance pay for a SmartDrive, PushTrackerE2, and/or 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. In some cases, your insurance may pay for a new control unit (i.e. PushTracker E2 or SwitchControl).

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

We have an LMN generator for all of our products here. The TiLite wheelchair configurator, EZ-Ti, also builds an LMN when you select a SmartDrive with your TiLite wheelchair.

More questions? Reach out to us_funding@permobil.com.

3. Where can I get a new PushTrackerE2? Do I have to use a provider?

We recommend you always go through your provider for your equipment. In situations where you might need a replacement quickly, a new PushTracker E2 can be purchased from online retail stores like Amazon (search for TicWatch E2 by Mobvoi) or from Permobil (sales.smartdrive@permobil.com).