

# PICCOLO O<sub>2</sub> APP

Quick Start Guide for iOS and Android





# Piccolo O<sub>2</sub> App

## Quick Start Guide for iOS and Android™

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### Welcome

Welcome to the Piccolo O<sub>2</sub> App Quick Start Guide for iOS and Android.

The Piccolo O<sub>2</sub> App is used with the Platinum® Mobile Oxygen Concentrator ("product") displaying the product's remaining battery time as well as providing the user with self-directed help and access to other resources. The App also delivers product diagnostic information to the cloud platform, which is accessible by Invacare and its participating providers selected by the user via the Invacare O<sub>2</sub> Provider Portal.

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### Important information

Due to a policy of continuous product improvement, Invacare reserves the right to update this product and manual without notice. This issue of the manual supersedes all previous issues; previous issues must no longer be used.

The latest issue of this manual can be downloaded from [www.invacare.com/BreatheSmartBreatheEasy](http://www.invacare.com/BreatheSmartBreatheEasy)

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The term 'diagnostics' used in this manual refers exclusively to the collection, storage and interpretation of Platinum Mobile specific data obtained from the Platinum Mobile Oxygen Concentrator platform, to provide information concerning the Platinum Mobile performance, characteristics, metrics or failure modes. This information is used by Invacare and the oxygen equipment provider ("provider") selected by the user to assist with the Platinum Mobile Oxygen Concentrator maintenance or repair, and to identify, prevent, or recover from an abnormal operation or failure.



### Note

Supported features may vary depending on your region and Platinum Mobile model. Please contact your customer service or sales representative for more information.

Depending on your version of Platinum Mobile, you may have either four or five flow settings available to you. This quick start guide is suitable for Platinum Mobiles with **either four or five** flow settings. However, the images used in this quick start guide are based on a device with five flow settings.

Similarly, depending on your version of Platinum Mobile, the flow selection button may or may not be available in the Piccolo O<sub>2</sub> App. This quick start guide is suitable for Piccolo O<sub>2</sub> Apps with or without the flow selection button. However, the images used in this quick start guide are based on a device with the flow selection button.



## Before you start

Before you start, you will need:



- An **Apple** or **Android** smartphone or tablet.
- The **registration link** in an e-mail from *Invacare Platinum Mobile*.
- Your **Platinum Mobile Oxygen Concentrator**, which must be connected to an external power source or hold a sufficient level of battery charge.

You should have been registered by your provider and received a link to create your password in your email account.

Please contact your provider if you have not registered or received a link to create your password.

To register and create your password, log on to your email account. Open the email from *Invacare Platinum Mobile* and click on the link to enter the information requested.

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## Using Bluetooth

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The Piccolo O<sub>2</sub> App uses Bluetooth to communicate with the Platinum Mobile Oxygen Concentrator. The Bluetooth mode (on or off) is remembered each time the Platinum Mobile is powered down, so that when the Platinum Mobile is next powered up, the Bluetooth mode is resumed. Bluetooth can be switched on or off at any time by the user as detailed next.

### Switching Bluetooth ON or OFF

To switch Bluetooth **ON**, press the Platinum Mobile's **Display Backlight** button (A) and the **Flow Selection** button (B) simultaneously — the Bluetooth icon (C) is displayed on the Platinum Mobile's LCD when Bluetooth is switched on.

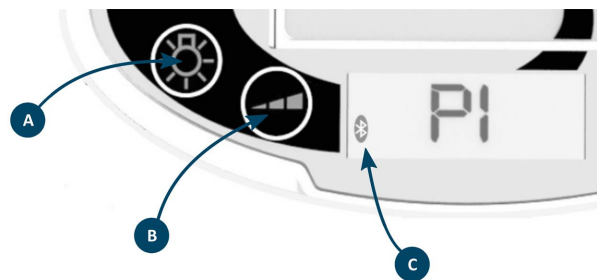


Figure 1: Switching Bluetooth on and off

To switch Bluetooth **OFF**, press the Platinum Mobile's **Display Backlight** button and the **Flow Selection** button simultaneously — the Bluetooth icon will switch off.

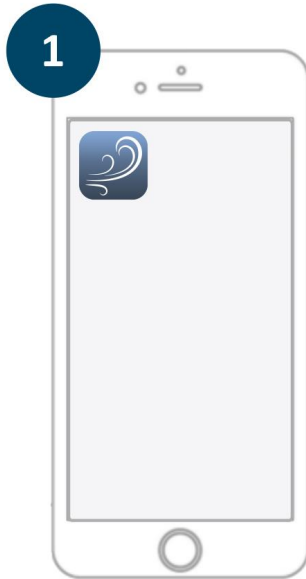
### **Caution**

During periods of connection loss or deterioration, the information displayed on the Piccolo O<sub>2</sub> App may not accurately represent the state of the Platinum Mobile Oxygen Concentrator.



## Setting up

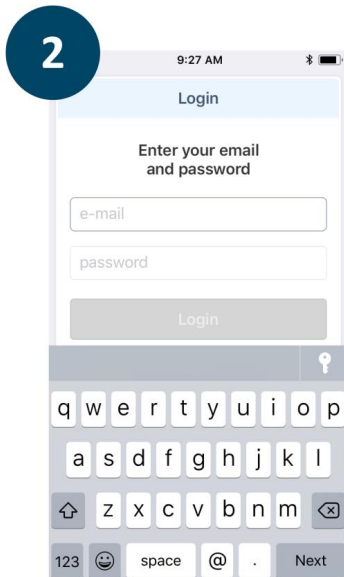
Follow the steps below to download and set up your Piccolo O<sub>2</sub> App.



### Download Piccolo O<sub>2</sub> App

Download the Piccolo O<sub>2</sub> App from iTunes (iOS) or Google Play (Android), and then enable Bluetooth (under settings) on your smartphone.

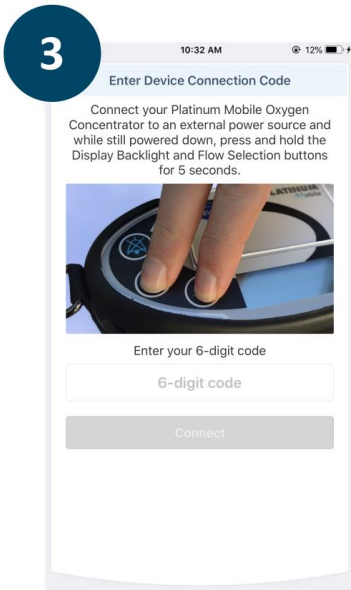
Start the Piccolo O<sub>2</sub> App



### Log in to the Piccolo O<sub>2</sub> App

Enter your email and password and then tap on the **Login** button.

Please contact your provider if you have not been registered or you have not received an email with a link to create your password.

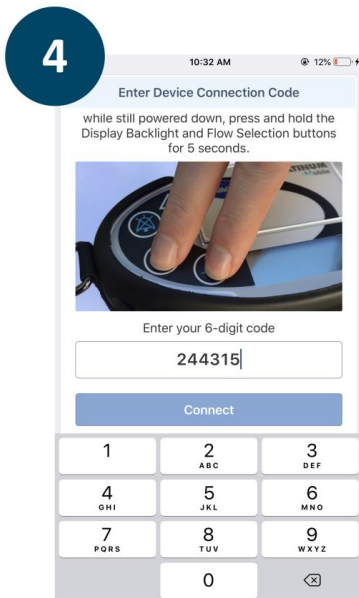


### Get connection code

Connect your Platinum Mobile Oxygen Concentrator to an external power source and while still powered down, press and hold the **Display Backlight** button and the **Flow Selection** button simultaneously for 5 seconds.

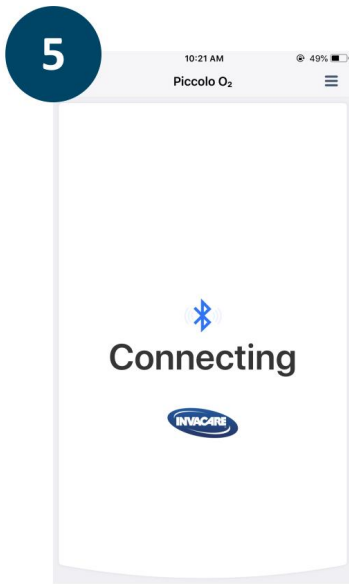


A 6-digit code is displayed on your Platinum Mobile Oxygen Concentrator LCD.



### Enter the connection code

Enter the 6-digit code on your Piccolo O<sub>2</sub> App and then tap the **Connect** button.



### Wait for connection

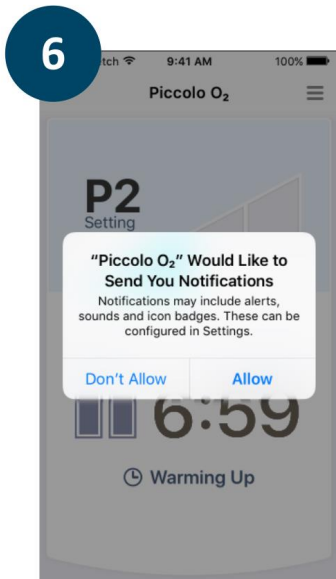
The App will now connect with your Platinum Mobile Oxygen Concentrator. When connecting, the App displays the Bluetooth connecting icon:



When it has connected to your Platinum Mobile Oxygen Concentrator, it will display the Bluetooth icon:



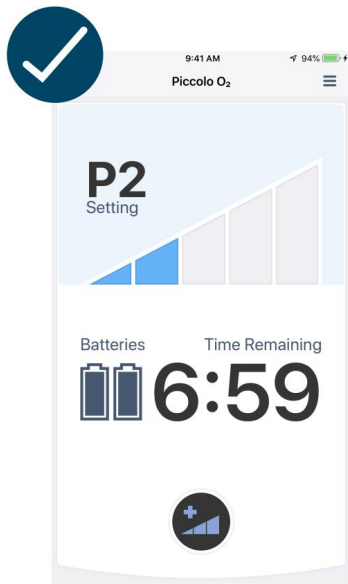
Your smartphone is now connected with your Platinum Mobile Oxygen Concentrator.



### Allow notifications

A prompt displays to request permission to send notifications to your smartphone for your Platinum Mobile Oxygen Concentrator.

Tap **Allow** to proceed to enable this feature.



### Success!

Set-up is complete.

You are ready to go.





## Using the home screen

The home screen displays important information about your Platinum Mobile.

The top section of the screen displays the current pulse flow setting (A).

The middle section displays:

1. the number of batteries installed and their state of charge (B), and
2. the amount of time remaining on the batteries (E), based on the current pulse flow setting.

You can control the pulse flow setting directly from your Piccolo O<sub>2</sub> App (C) and, optionally, view local environmental information (F), such as temperature, humidity and air quality.

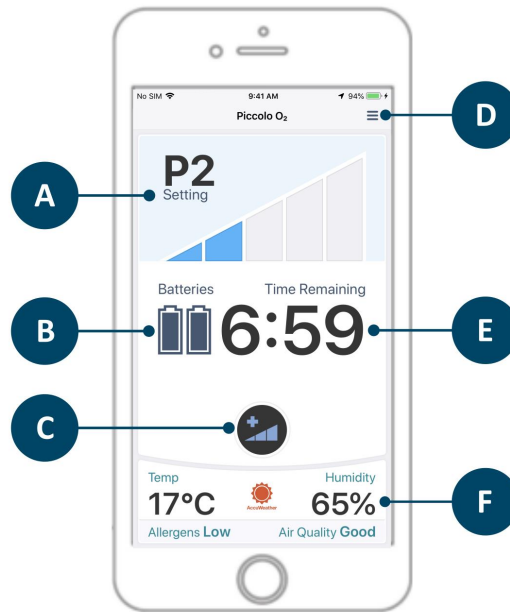






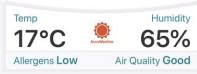


Figure 2: Piccolo O<sub>2</sub> Interface

Key to Figure 2	
(A)	 <p><b>Pulse display</b> Shows the current pulse setting on your Platinum Mobile Oxygen Concentrator.</p>
(B)	 <p><b>Battery level</b> Shows the number of batteries installed. The charge level is indicated on each battery.</p>
(C)	 <p><b>Battery charging</b> The battery charging symbol is displayed when connected to a charger.</p>
(C)	 <p><b>Flow selection</b> Tap to change the flow selection setting. <i>See "Adjusting the pulse flow setting" on page 9.</i></p>
(D)	 <p><b>Guides and resources</b> Tap on the menu to access information and other resources related to the Piccolo O<sub>2</sub> App and the Platinum Mobile. This includes settings to enable or disable the flow selection button and the environmental information.</p>
(E)	<p>Time Remaining</p>  <p><b>Time remaining</b> Shows the battery time remaining in hours and minutes. Changing the pulse setting will recalculate the battery time remaining.</p>
(F)	 <p><b>Environmental information</b> Shows environmental information, such as temperature, humidity and air quality that is specific to your location. <i>See "Showing and hiding environmental information" on page 13.</i></p>



## Adjusting the pulse flow setting

In addition to using the flow selection button on the Platinum Mobile, you can also adjust the Platinum Mobile's pulse flow setting directly from the Piccolo O<sub>2</sub> App.

To adjust the pulse flow setting, tap on the flow selection button displayed on the home screen (see *Figure 3*).

Each time you tap on this button, the pulse flow setting will increment by one step, that is, P1 to P2, or P3 to P4, etc., until it reaches its maximum. When the flow setting reaches its maximum, a subsequent tap returns the flow setting back to P1.

For example, for Platinum Mobiles with four pulse flow settings, each tap on the flow selection button will step through the settings as follows:

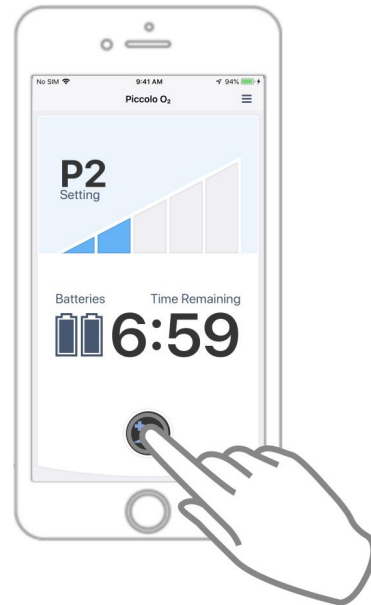
P1 → P2 → P3 → **P4** → **P1** → P2 → P3, and so on.

For Platinum Mobiles with five pulse flow settings, each tap on the flow selection button steps through the settings as follows:

P1 → P2 → P3 → P4 → **P5** → **P1** → P2 → P3, and so on.

### Note

To help prevent an unintentional flow setting, the App will only respond to successive taps of the flow selection button that are at least half a second apart. That is, if two consecutive taps are less than half a second apart, then the App will not respond to the second tap.



**Figure 3: Changing the pulse flow setting**



## Information and settings

There are a number of guides, resources and settings available from the Piccolo O<sub>2</sub> App to help you with your Platinum Mobile. Follow the instructions below to display information about your devices and app, as well as:

- control the display of the environmental information,
- control the display of the flow selection button,
- update the Platinum Mobile dongle firmware, and
- log out.

### Accessing information and settings on iOS devices



Figure 4: Selecting menu icon on iOS device

For iOS devices, you can access the guides, resources and settings from the **Information** screen.

To open the Information screen, tap on the menu icon (☰) located top-right on the home screen — see *Figure 4*.

The items available in the Information screen are shown in *Figure 5* and detailed in the table *Key to Figure 5*.

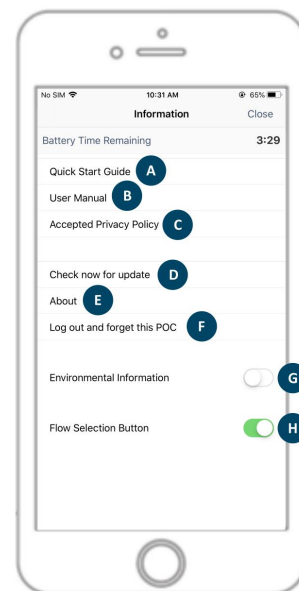


Figure 5: Information screen

#### Key to Figure 5

- |     |  |
|-----|--|
| (A) | <b>Quick Start Guide</b> See " <i>Quick Start Guide</i> " on page 12                                     |
| (B) | <b>User Manual</b> See " <i>User Manual</i> " on page 12   |
| (C) | <b>Accepted Privacy Policy</b> See " <i>Accepted Privacy Policy</i> " on page 12                         |
| (D) | <b>Check now for update</b> See " <i>Firmware updates: checking and installing</i> " on page 15          |
| (E) | <b>About</b> See " <i>About</i> " on page 12   |
| (F) | <b>Log out and forget this POC</b> See " <i>Logging out</i> " on page 18                                 |
| (G) | <b>Environmental Information</b> See " <i>Showing and hiding environmental information</i> " on page 13. |
| (H) | <b>Flow Selection Button</b> See " <i>Showing and hiding the flow selection button</i> " on page 14.     |



## Accessing information and settings on Android devices



Figure 6: Selecting menu icon on Android device

For Android devices, you can access the guides, resources and settings from the **Information menu**.

To open the Information menu, tap on the menu icon (⋮) located top-right on the home screen — see *Figure 4*.

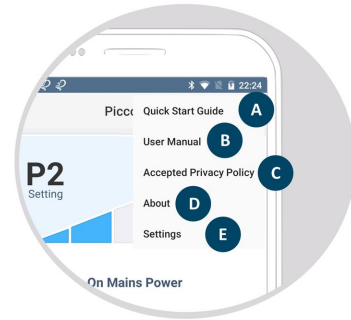


Figure 7: Information menu

The items available in the information menu are shown in *Figure 7* and detailed in the table *Key to Figure 7*

### Key to Figure 7

- (A) **Quick Start Guide** See "*Quick Start Guide*" on page 12
- (B) **User Manual** See "*User Manual*" on page 12
- (C) **Accepted Privacy Policy** See "*Accepted Privacy Policy*" on page 12
- (D) **About** See "*About*" on page 12
- (E) **Settings**  
See below.

### Settings page — Android only

Tap on **Settings** (*Figure 7* (E)) to open the Settings page — *Figure 8*. From the Settings page you can control the display of the Environmental Information, Flow Selection button and temperature units. You can also check for Platinum Mobile updates, as well as log out of the Piccolo O<sub>2</sub> app.

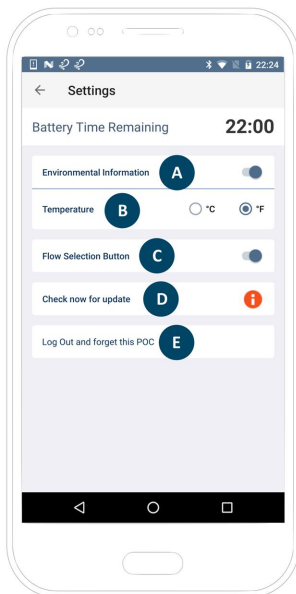


Figure 8: Settings page — Android only

### Key to Figure 8

- (A) **Environmental Information** See "*Showing and hiding environmental information*" on page 13.
- (B) **Temperature** See "*Setting temperature units*" on page 14
- (C) **Flow Selection Button** See "*Showing and hiding the flow selection button*" on page 14.
- (D) **Check now for update** See "*Firmware updates: checking and installing*" on page 15
- (E) **Log out and forget this POC** See "*Logging out*" on page 18

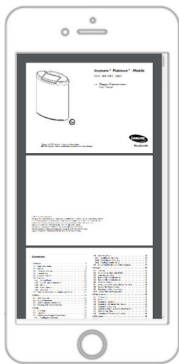


## Viewing guides and resources



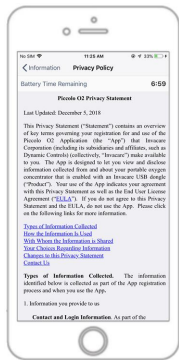
### Quick Start Guide

Tap on **Quick Start Guide** to view a video on how to set up and use your Platinum Mobile.



### User Manual

Tap on **User Manual** to view the Platinum Mobile user manual.



### Accepted Privacy Policy

Tap on **Accepted Privacy Policy** to view the Privacy Policy that you accepted when you created your account.



### About

Tap on **About** to view product serial numbers and software versions.



## Showing and hiding environmental information

Environmental information, such as temperature, humidity and air quality, that is specific to your location, can be displayed on the home screen. To show or hide this information, follow the instructions below.

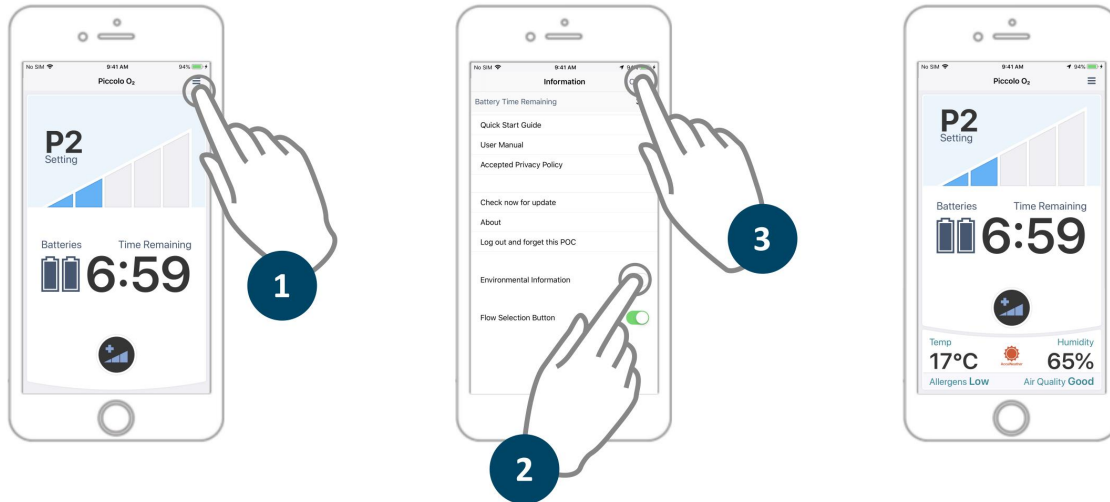


Figure 9: Enabling environmental information

### Key to Figure 9

- ① **Step 1:** On iOS devices, tap on the menu icon to open the **Information** screen. On Android devices, tap on the menu icon and then **Settings** (See "[Settings page — Android only](#)" on page 11).
- ② **Step 2:** Tap on the **Environmental Information** switch. If the switch position is to the left, the environmental information is hidden. If the switch position is to the right, the environmental information is shown.
- ③ **Step 3:** On iOS devices, close the **Information** screen by tapping on **Close** at the top of the screen. On Android devices, tap on the arrow on the top, left-hand side of the screen.

### Note

1. You need to have **Location Services** switched on to display the environmental information. To switch on location services, go to your device's Settings page, tap on Privacy, and then Location Services. In the Location Services screen, tap on Location Services to enable it. Toward the bottom of the Location Services screen, locate and tap on the Piccolo O<sub>2</sub> app button and ensure that it is set to "While Using The App". Note that the procedure to enable location services may differ depending on your device: refer to your device's manual for specific instructions.

2. The environmental information is obtained from third-party providers. If the third-party service, or information from the third-party service, is not available, no information is displayed on the home screen.



## Setting temperature units

The temperature, in the environmental information, can be displayed in Celsius (°C) or Fahrenheit (°F). On Android devices, the temperature unit can be changed within the app. For iOS devices, the temperature unit is set globally.

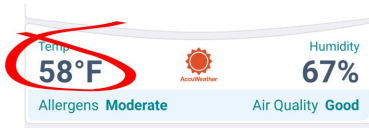


Figure 10: Temperature units displayed in environmental information

To change the temperature unit on an Android device, open the Settings page (tap on the menu icon and select Settings), locate the Temperature setting and then tap on your preferred unit: °C or °F.

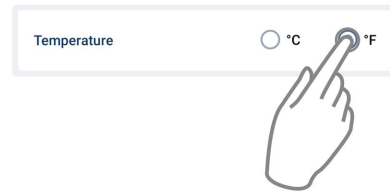


Figure 11: Changing the temperature units displayed in environmental information

To change the temperature unit on an iOS device, go to your device's settings:

**Settings → General → Language & Region → Temperature Unit**

and then tap on Celsius (°C) or Fahrenheit (°F).

## Showing and hiding the flow selection button

The flow selection button can be hidden from the home screen if you do not wish to use it. To show or hide the button, follow the steps below.



Figure 12: Hiding the flow selection button



**Key to Figure 12**

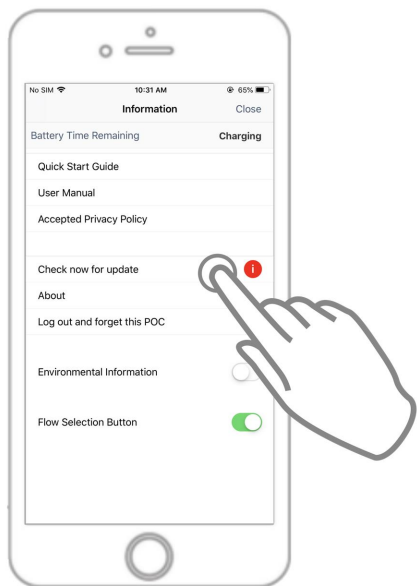
- ① **Step 1:** On iOS devices, tap on the menu to open the **Information** screen. On Android devices, tap on the menu icon and then **Settings** (See "Settings page — Android only" on page 11).
- ② **Step 2:** Tap on the **Flow Selection Button** switch. If the switch position is to the left, the flow selection button is hidden. If the switch position is to the right, the flow selection button is shown on the home screen.
- ③ **Step 3:** On iOS devices, close the Information screen by tapping on **Close** at the top of the screen. On Android devices, tap on the arrow on the top, left-hand side of the screen.

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## Firmware updates: checking and installing

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Occasionally, to provide new or improved features, and updates, the Platinum Mobile Dongle firmware (software) will require updating. The following describes the notification and installation procedure for these updates.



### Notifications

When an update is available, a notification is displayed on the Piccolo O<sub>2</sub> app home screen icon (see below).



It is also displayed on the **Check now for update** button (see below).



 **Note**

To access the latest features and updates, it is recommended that you regularly check and update the Piccolo O2 App and Platinum Mobile Dongle firmware.

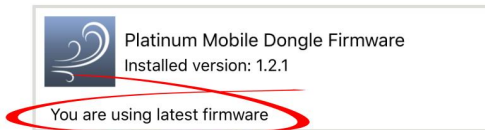




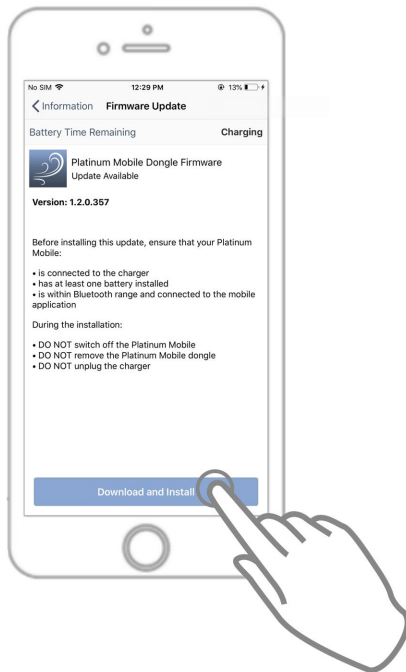
### Manually checking for updates

You can also check for updates manually by tapping on the **Check now for update** button. The app will check to see if there is an update available.

If no update is available, the app will report that you are using the latest version.



If an update is available, you can download and install it.



### Download and install

If an update is available, a description of the update is displayed along with important instructions.

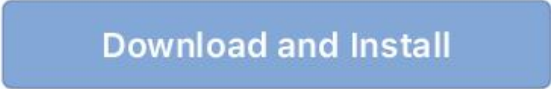
Before installing the update, ensure that your Platinum Mobile:

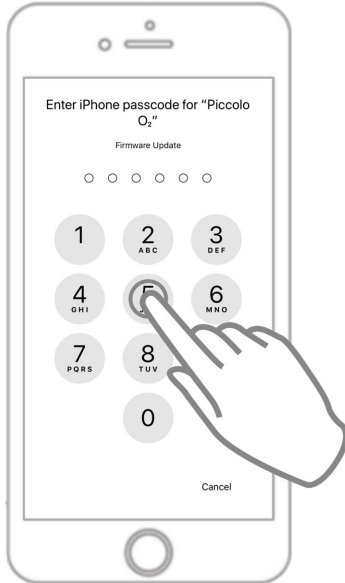
- is connected to the charger;
- has at least one battery installed;
- is within Bluetooth range and connected to the Piccolo O<sub>2</sub> mobile application.

During the installation:

- DO NOT switch off the Platinum Mobile.
- DO NOT remove the Platinum Mobile dongle.
- DO NOT unplug the charger.

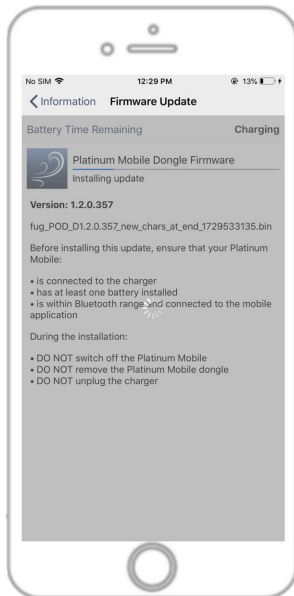
Tap the **Download and Install** button.





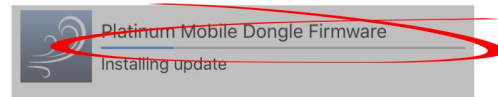
### Enter passcode

Depending on how your smartphone is configured, you may be asked to enter your passcode (or other security method, such as your fingerprint) before the update is downloaded and installed.



### Wait for the installation to complete

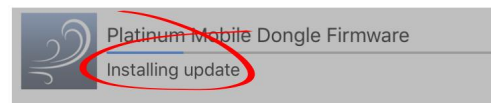
A progress bar is displayed during the installation steps.



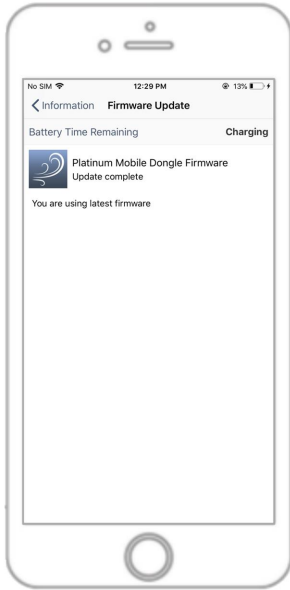
The steps are:

1. Preparing update
2. Downloading update
3. Installing update
4. Update complete

These steps are shown just below the progress bar (see below).



Wait for the installation to complete.



### Success

When the installation is complete, the app reports the update is complete and that you are using the latest version.



Tap on the **Information** button to get back to the information page.

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## Logging out

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Log out and forget this POC

Tap on **Log out and forget this POC** to close and log out of the app.

A pop-up is displayed (*Figure 13*) to check that you intended to log out.

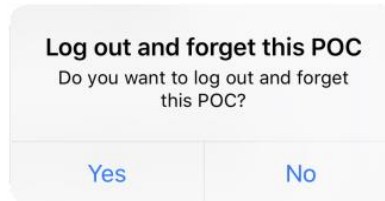


Figure 13: Do you want to log out and forget this POC?

Tap on **Yes** to proceed, or **No** to remain logged in.

### Note

This method of closing the Piccolo O<sub>2</sub> app is intended for those who wish to stop using the app with the Platinum Mobile, as it removes all data associated with your Platinum Mobile account from your smartphone. If you log out, before you can use the app again, you will need to log in, by entering your email and password, and then go through the pairing process with your Platinum Mobile as described in *Setting up*.



## Resetting your password

If you have forgotten your password, you can have it reset via your email. The following steps show you how to reset your password.

1. From the login screen, tap on **Forgot Password** — see *Figure 14*
2. Enter your email address and then tap on the **Reset** button — see *Figure 15* — an email will be sent to you with a link to reset your password.
3. Go to your email inbox, open the email, and tap on the link "Click here".
4. The link will open a *Reset Password* page. Enter your password in the form, as directed. A confirmation email will be sent to you.

You can now use your "reset" password to open the app.

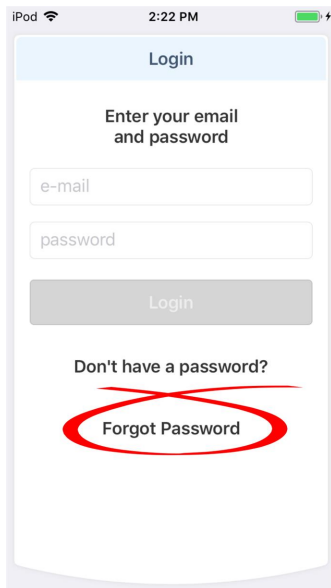


Figure 14: Forgot password?

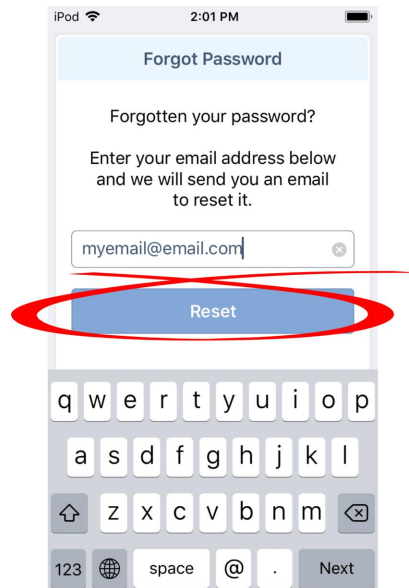
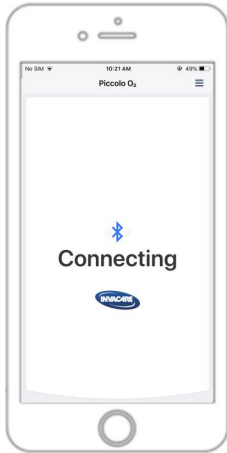


Figure 15: Reset password



## Alerts and warnings

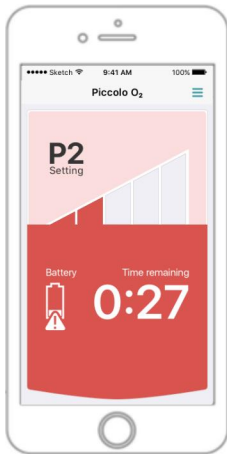


### Connecting

Shows "Connecting" if you are out of range from your Platinum Mobile Oxygen Concentrator. The Platinum Mobile must be within 10 m/33 ft (line of sight) of your smartphone.

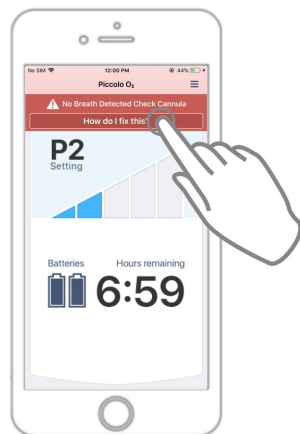
#### Note

At any time, device settings can be adjusted directly on the Platinum Mobile Oxygen Concentrator, regardless of the connection status between your Platinum Mobile and your smartphone.



### Low battery warning

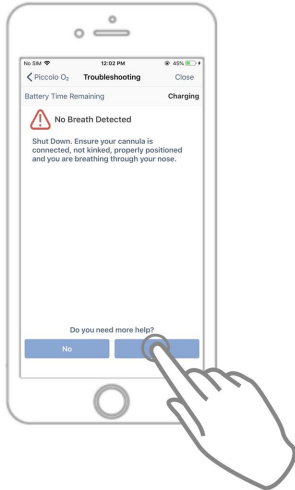
Shows a low battery warning when the remaining battery time is less than 30 minutes. A low battery warning may be triggered when the battery time remaining is recalculated after increasing the pulse setting.



### Alert

A red Alert bar is displayed at the top of the App when there is an alert.

To find out more information about the alert, tap on the **How do I fix this?** button to open a troubleshooting guide. See Troubleshooting, next.



## Troubleshooting

When you tap on the **How do I fix this?** button in response to an alert (see Alerts, above), the troubleshooting guide opens with suggestions on how to fix the problem.

Work through the guide's suggestions to fix the problem.

### Do you need more help?

If you need more help, further suggestions are available by tapping on the **Yes** button at the bottom of the screen.

Tap on the **No** button to exit the troubleshooting guide.

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