

INVACARE O₂ PROVIDER PORTAL

Quick Start Guide





Invacare O₂ Provider Portal

Quick Start Guide

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1 Welcome

Welcome to the Invacare O₂ Provider Portal Quick Start Guide. The Invacare O₂ Provider Portal is a product diagnostics and servicing tool that delivers near-real-time product diagnostics information to Platinum[®] Mobile Oxygen Concentrator distributors and service agents.

This manual will help you to understand, set-up and use the Invacare O₂ Provider Portal including the registering process of a Platinum Mobile user.



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

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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.

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

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1.1 Contents

Quick Start Guide cover - v3 - flat	1
1 Welcome	1
1.1 Contents	3
2 Introduction	4
2.1 Overview	4
2.2 How does it work?	4
3 Setting up	6
3.1 The Invacare O ₂ connectivity platform	6
3.2 Platinum Mobile Oxygen Concentrator	6
3.3 Piccolo O ₂ App	6
3.4 Platinum Mobile Bluetooth dongle	7
3.5 Invacare O ₂ Provider Portal	7
3.5.1 Register a Provider Portal account	7
3.5.2 Activate your account	7
3.5.3 Log in to your account	7
4 Using the dashboard	10
4.1 The dashboard overview	10
4.1.1 The dashboard header	11
4.1.2 The dashboard content	12
4.2 User account tasks	13
4.2.1 Getting support	13
4.2.2 Changing your password	13
4.2.3 Logging out of the dashboard	13
4.3 Viewing Platinum Mobile details	14
4.3.1 User information	15
4.3.2 Time data	15
4.3.3 Device information	17
4.3.4 Device history	18
4.3.5 Alarms	18
4.4 Viewing Platinum Mobile status	19
5 Managing Platinum Mobiles	20
5.1 Assign	20
5.2 Transfer	24
5.3 Unassign	25
5.4 Hide	26



2 Introduction

2.1 Overview	4
2.2 How does it work?	4

2.1 Overview

The Invacare O₂ Provider Portal is a product diagnostics and servicing tool that delivers near-real-time product diagnostics information from the Platinum Mobile Oxygen Concentrator to Platinum Mobile Oxygen Concentrator distributors and service agents. It allows distributors and service agents to monitor the Platinum Mobile Oxygen Concentrator remotely, thereby helping to minimize maintenance and service costs.

2.2 How does it work?

Data is collected and transmitted from the Platinum Mobile Oxygen Concentrator, using Bluetooth wireless technology, to the Piccolo O₂ App on a user's smart device (Android or iOS).

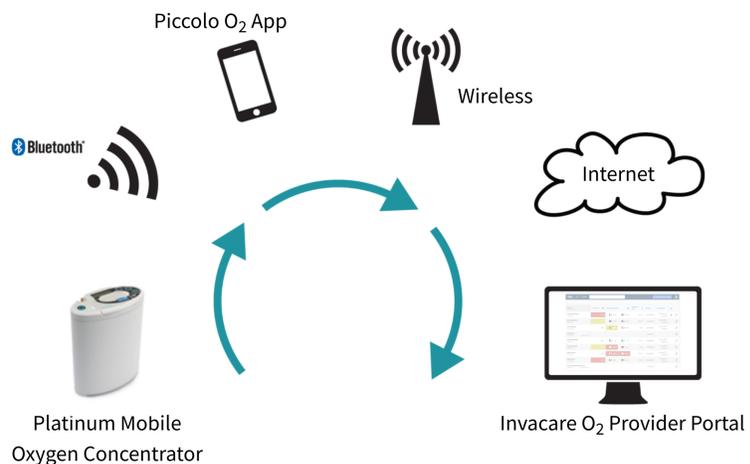


Figure 1: Platform overview

The Piccolo O₂ App displays a subset of this data to the end-user and then transfers the data wirelessly, over a cellular network or WiFi network, to a cloud-based data warehouse. This data is available to approved distributors and service agents through the Invacare O₂ Provider Portal.



The Invacare O₂ Provider Portal displays the Platinum Mobile’s product diagnostics such as:

- O₂ purity
- Battery charge cycles
- Battery state of charge
- Usage hours/run time
- Detailed alarms, alarm log history, and more



Caution

During periods of connection loss or deterioration, the information displayed on the Piccolo O₂ App may not accurately represent the state of the Platinum Mobile Oxygen Concentrator.



Caution

To protect the integrity of Invacare O₂ Provider Portal data, it is recommended that a malware scan is performed regularly.



3 Setting up

3.1 The Invacare O ₂ connectivity platform	6
3.2 Platinum Mobile Oxygen Concentrator	6
3.3 Piccolo O ₂ App	6
3.4 Platinum Mobile Bluetooth dongle	7
3.5 Invacare O ₂ Provider Portal	7
3.5.1 Register a Provider Portal account	7
3.5.2 Activate your account	7
3.5.3 Log in to your account	7

3.1 The Invacare O₂ connectivity platform

There are four main components of the Invacare O₂ connectivity platform:

- The Platinum Mobile Oxygen Concentrator
- The Platinum Mobile Bluetooth Dongle
- The Piccolo O₂ App
- The Invacare O₂ Provider Portal

3.2 Platinum Mobile Oxygen Concentrator

The Platinum Mobile is a medical device that also collects device information for transmission to the Invacare O₂ connectivity platform. The Invacare O₂ connectivity platform only works with Bluetooth-enabled Platinum Mobile Oxygen Concentrators¹, using the Platinum Mobile Bluetooth dongle, and will not connect to any other oxygen concentrators.

The Platinum Mobile and Platinum Mobile Bluetooth dongle must be connected with the Piccolo O₂ App to allow the collection and transmission of data.

i See also

*Refer to the Platinum Mobile user guide for installing the Platinum Mobile Bluetooth dongle.
Refer to the Piccolo O₂ App Quick Start Guide for connection instructions.*

All data accessed by the Invacare O₂ connectivity platform is standard product diagnostic information. To understand more about the capabilities of your Platinum Mobile Oxygen Concentrator, please refer to the relevant user guide.

3.3 Piccolo O₂ App

The Piccolo O₂ App connects to the Platinum Mobile and accesses stored and current product diagnostics data.

¹Suitable Platinum Mobiles: POC1-100B; POC1-100BA; POC1-100B-U; POC1-100C; POC1-100CA.



To set up the Piccolo O₂ App, the Platinum Mobile user or their caregiver will need to download the Piccolo O₂ App and connect it to the Platinum Mobile.

For assistance with this, please refer to the Piccolo O₂ App Quick Start Guide.

3.4 Platinum Mobile Bluetooth dongle

The Platinum Mobile Bluetooth dongle allows data from the Platinum Mobile to be transferred to the user's smart device.

See also

Please refer to the insert supplied with your Bluetooth dongle (POC1-CONNECT).

3.5 Invacare O₂ Provider Portal

The Invacare O₂ Provider Portal enables distributors and service centers to remotely view product diagnostic information from Platinum Mobiles that they are responsible for maintaining if the user uses the Piccolo O₂ App. Information from the Piccolo O₂ App is sent wirelessly to the Invacare O₂ Provider Portal via either cellular or WiFi connections.

To set up the Invacare O₂ Provider Portal, you will have to register, activate and log in to your account (this gives you access to the Invacare O₂ Provider Portal). For each Platinum Mobile that you wish to monitor, you will need to register the Platinum Mobile user to the Platinum Mobile on the website. The Platinum Mobile user will then need to activate their Piccolo O₂ App and connect to their Platinum Mobile.

3.5.1 Register a Provider Portal account

To set up and access the Invacare O₂ Provider Portal, you must first register your organization with Invacare. Once your organization is registered, new users can be created under your organization. To register your organization and create new users, complete the Registration Form and Service Agreement that can be obtained from an Invacare representative and return it to the email address noted on the Registration Form.

3.5.2 Activate your account

You will receive and will need to open the "Welcome to Invacare O₂" email and select the link to activate your account.

1. From the email, click on the activation link.
2. Enter and confirm your new password.
3. Click submit.

3.5.3 Log in to your account

1. Go to <https://www.invacare-o2.com> to view the log in page.
2. Enter your email (it will be your main email address) and password.

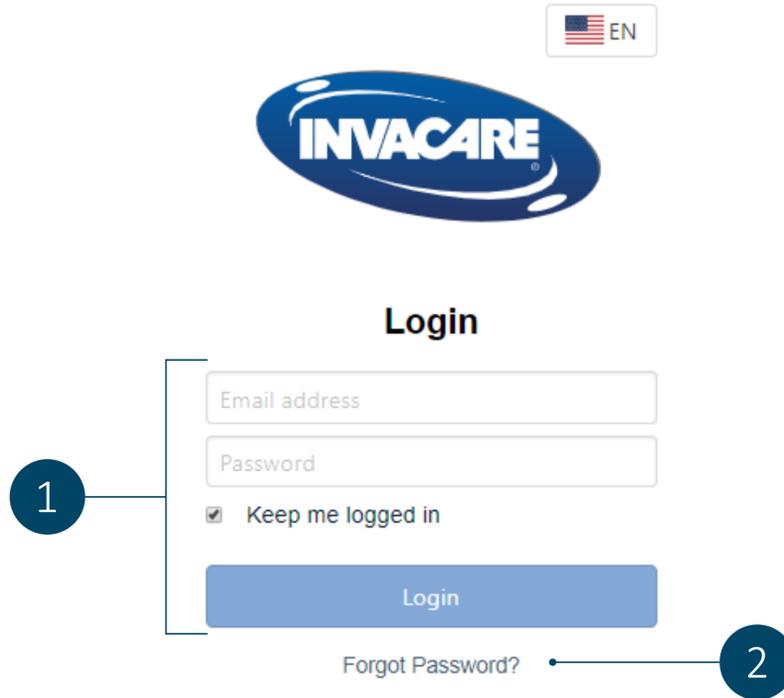


Figure 2: Login screen

Key to *Figure 2*

- ① **Login:** Type in your email and password to access the Invacare O₂ Provider Portal.
- ② **Forgot password:** Request for a password reset. An email will be sent to your registered email account for resetting your password.

If the login is successful, you will be redirected to the Invacare O₂ Provider Portal dashboard for your organization.

 **Note**

If you have forgotten your password, follow the steps below:

1. On the Login page, click on the **Forgot password?** link. You will be redirected to the Reset password page.
2. Enter the email address that you used to register your account.
3. Click on **Reset Password**. An email will be sent to the email address provided.
4. Follow the instructions in the email and click on the link provided. You will be redirected to the Reset Password page to enter your new password.
5. Type in, and confirm your new password. Note that passwords are case sensitive!

You can now log in to the service with your new credentials at <https://www.invacare-o2.com>



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4 Using the dashboard

- 4.1 The dashboard overview10
 - 4.1.1 The dashboard header11
 - 4.1.2 The dashboard content12
- 4.2 User account tasks13
 - 4.2.1 Getting support13
 - 4.2.2 Changing your password13
 - 4.2.3 Logging out of the dashboard13
- 4.3 Viewing Platinum Mobile details14
 - 4.3.1 User information15
 - 4.3.2 Time data15
 - 4.3.3 Device information17
 - 4.3.4 Device history18
 - 4.3.5 Alarms18
- 4.4 Viewing Platinum Mobile status19

4.1 The dashboard overview

The Invacare O₂ Provider Portal is used for both setting up Platinum Mobile Oxygen Concentrators, and displaying the data collected from Platinum Mobile Oxygen Concentrators assigned to your account.

Name	Filter	O ₂ Purity	Batteries (cycles)	Total Activity (days)	Mean Daily Activity	Last Update	
Alexander Enberg 17CD016574		73%	(125) (234)	5/7 (71%)	2:48 hrs	Today	⚠️
Derek McGarth 16AV113485		80%	(152) (283)	4/7 (57%)	8:20 hrs	7 days ago	⚠️
Nancy Hower 17CF014575		85%	(905) (622)	85/90 (94%)	49 mins	1 day ago	⚠️
Rickey Mohr 17CV034481		73%	(321) (343)	5/7 (71%)	14:00 hrs	9 days ago	⚠️
William Tyner 17BC017121		92%	(262)	5/7 (71%)	14:00 hrs	1 day ago	⚠️
Martha Hackett 16FD089742		Connection: Established					
Harmon_Moore@gmail.com 18HF000564		Invitation: Sent					

Figure 3: The dashboard †

The dashboard is the default page displayed when you log in to the Invacare O₂ Provider Portal. The dashboard can be divided into header and content sections, as follows.



4.1.1 The dashboard header

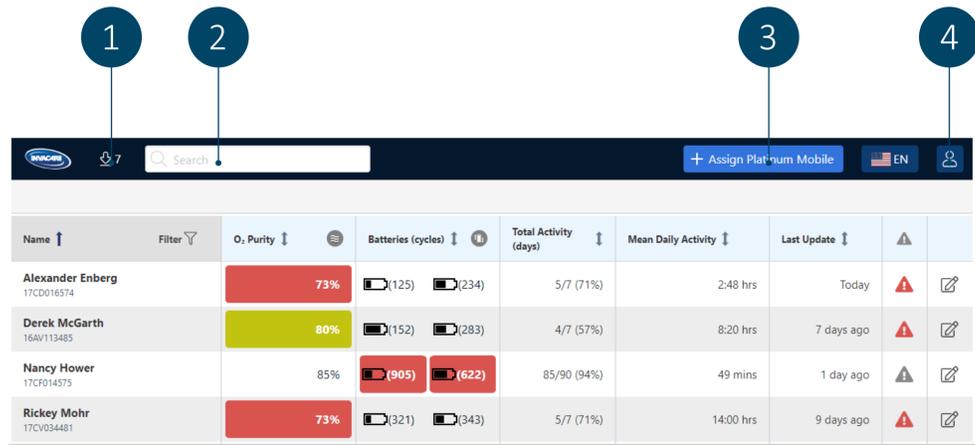


Figure 4: The dashboard's header ‡

Key to Figure 4

- 1 **Fleet Summary:** shows the total number of Platinum Mobiles deployed that are registered to use the PiccoloO₂ App.
- 2 **Search:** search by Platinum Mobile user's name or Platinum Mobile serial number.
- 3 **Assign Platinum Mobile:** assign a Platinum Mobile to a user and register the user for the Piccolo O₂ App.
- 4 **User account:** click to:
 - get support;
 - change password;
 - log out.



4.1.2 The dashboard content



Figure 5: The dashboard's content ‡

Key to Figure 5

1 **Sort by:** sort by ascending or descending order for:

- Name
- Oxygen Purity
- Batteries (cycles)
- Total Activity (days)
- Mean Daily Activity
- Last Update

3 **O₂ Purity:** last updated oxygen concentration during operation of the device. The background turns yellow if the last updated oxygen concentration is 85% or below. The background turns red if the last updated oxygen concentration is 75% or below.

Click on to filter by flag color.

5 **Total Activity (days):** shows the number of days operated over the assigned duration — with a maximum 90-day history.

7 **Last Update:** shows the last time data was received from the Platinum Mobile.

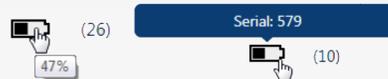
IMPORTANT: All information presented on the Invacare O₂ Provider Portal is available only on the last updated date.

9 **Open Platinum Mobile status:** click on the alert icon to open the Platinum Mobile status dialog for the device. See 4.4 Viewing Platinum Mobile status.

2 **Name:** shows the Platinum Mobile user's name and their assigned Platinum Mobile serial number.

4 **Batteries (cycles):** the number of times the battery has fully completed a charge and discharge cycle. This value provides an indication of the battery life. The background turns yellow if the last updated battery cycle count is 450 or above. The background turns red if the last updated battery cycle count is 480 or above.

Click on to filter by flag color. Hover over a battery icon to reveal its state of charge. Click on a battery icon to reveal its serial number.



6 **Mean Daily Activity:** Shows the average time operated per day.

8 **Alert Toggle (on/off):** toggle to show devices with alerts only.

10 **Manage:** click on the manage icon to open the Manage Platinum Mobile dialog. From this dialog, you can transfer, unassign and hide Platinum Mobiles.



4.2 User account tasks

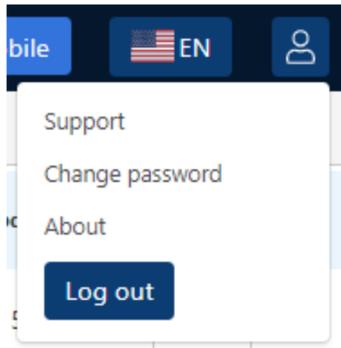


Figure 6: User account drop-down menu

Click on the user account icon, , at the top of the dashboard to reveal a drop-down menu to:

- get support;
- change password;
- log out.

4.2.1 Getting support

Technical support is available by clicking on the user account icon and selecting **Support** from the drop-down menu. An email template will open. Enter your support request in the email body and click **Send**.

4.2.2 Changing your password

To change your password for the Invacare O₂ Provider Portal, click on the user account icon and select **Change password** from the drop-down menu. Enter all the required details in the Change password form and click on **Update**.

Change password

Enter a new password for this account

Current password

New password

Confirm new password

Figure 7: Change password form

4.2.3 Logging out of the dashboard

To log out of the dashboard, click on the user account icon and select **Log out** from the drop-down menu.



4.3 Viewing Platinum Mobile details

Each Platinum Mobile that is assigned to your account is displayed in individual rows in the dashboard. To view more information about a single Platinum Mobile, you can drill down to the details view by clicking on one of these rows. Only click in the area outlined in *Figure 8*, because clicking on one of the last two columns will open the Platinum Mobile status and the Manage Platinum Mobile screens respectively.



Figure 8: Drilling down to detail view

The details view opens as shown in *Figure 9* and displays the following panels:

- User information (if a user has been assigned to the Platinum Mobile)
- Time data
- Device information
- Device history
- Alarms

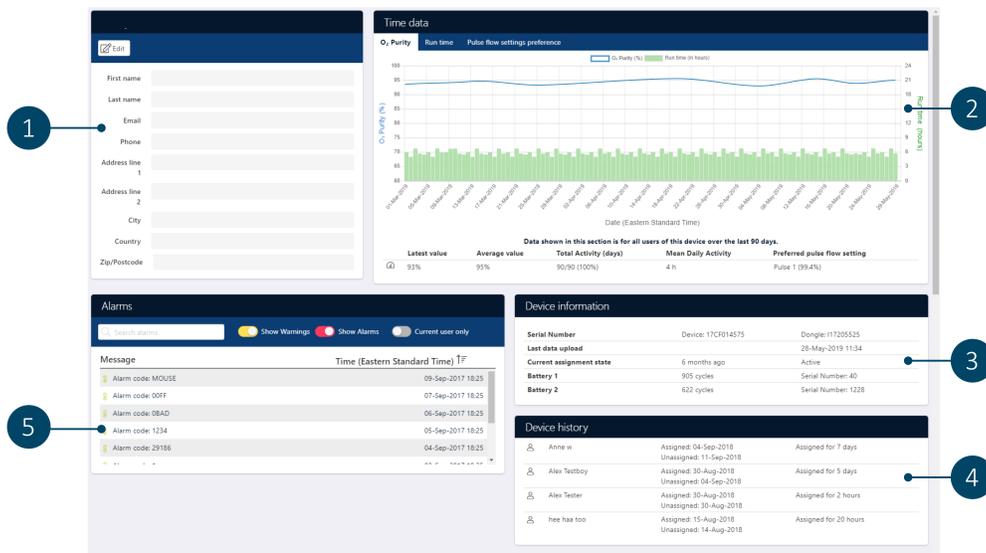


Figure 9: Platinum Mobile detail view

Key to See *Figure 9: Platinum Mobile detail view*

- | | | | |
|---|--|---|----------------|
| 1 | User information | 4 | Device history |
| 2 | Time data (O ₂ Purity, Run time, Pulse flow setting preference) | 5 | Alarms |
| 3 | Device information | | |



4.3.1 User information

Nancy Hower

[Edit](#)

First name

Last name

Email

Phone

Address line 1

Address line 2

City

Country

Zip/Postcode

The user information panel stores the Platinum Mobile user's name and contact information. The information in this panel is provided by the user during the registration process. To make changes to this information, click on the **Edit** button, top left.

Note

If the user is not fully registered, the **Edit** button will not be displayed, and only the **Email** field will be populated. If the user is fully registered, all fields will be populated and the **Edit** button will be displayed.

The user information panel is not displayed if the Platinum Mobile is not assigned to a user. Instead, the Platinum Mobile's time data panel will stretch across the entire details view.

Figure 10: User information†

4.3.2 Time data

There are three charts available in the time data panel, which are selected from the tabs at the top of the panel: 1) O₂ Purity / Run time, 2) Run time and 3) Pulse flow setting preference

Click on one of the tabs (1) to view its chart. Click on the chart title (2) to toggle the chart's display on and off.

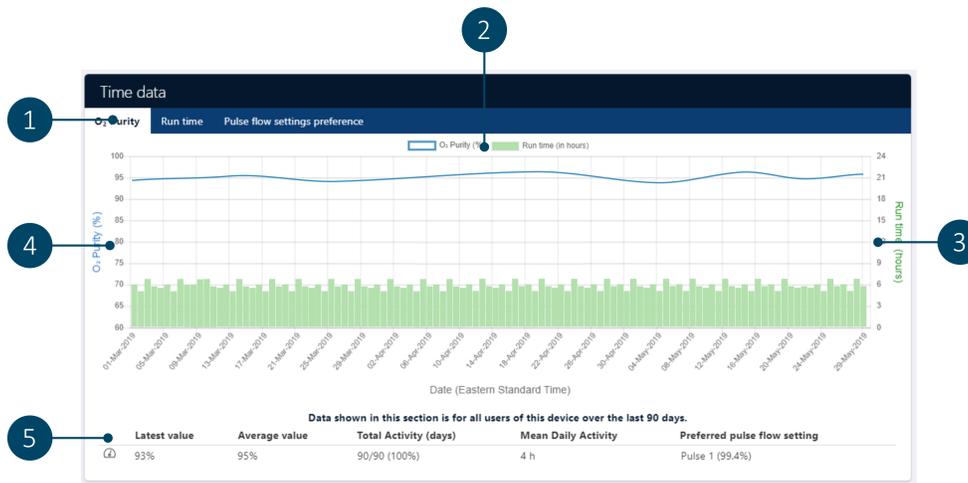


Figure 11: Time data†

Key to See Figure 11: Time data†

- 1 Chart tabs — click to choose a chart
- 2 Chart title — click to toggle display
- 3 Run time axis in hours
- 4 O₂ Purity axis in %
- 5 90 day summary



4.3.2.1 Time data — O₂ Purity

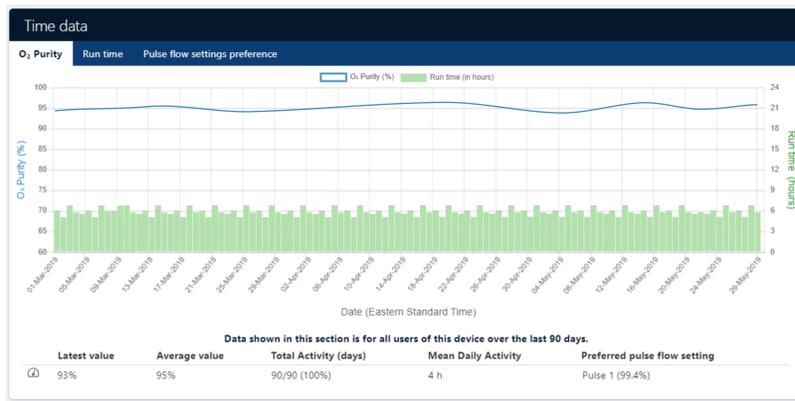


Figure 12: Time data — O₂ Purity[‡]

Under the **O₂ Purity** tab, two graphs are displayed: *O₂ Purity* and *Run time*. The blue graph is *O₂ Purity* and displays the purity of the oxygen over time. The green graph is the *Run time*, which shows the number of hours that the Platinum Mobile has operated each day. You can hover your mouse cursor over each graph to view each data point and its values.

A summary of the data is available at the bottom of the chart. This shows:

- **Latest value** — the latest O₂ purity reading received from the Platinum Mobile
- **Average value** — the average O₂ purity reading over the last 90 days
- **Total activity (days)** — shows the number of days operated over the assigned duration — with a maximum 90-day history.
- **Mean daily activity** — shows the average time operated per day.
- **Preferred pulse flow setting** — the pulse flow setting that is used the most in the last 90 days

4.3.2.2 Time data — Run time

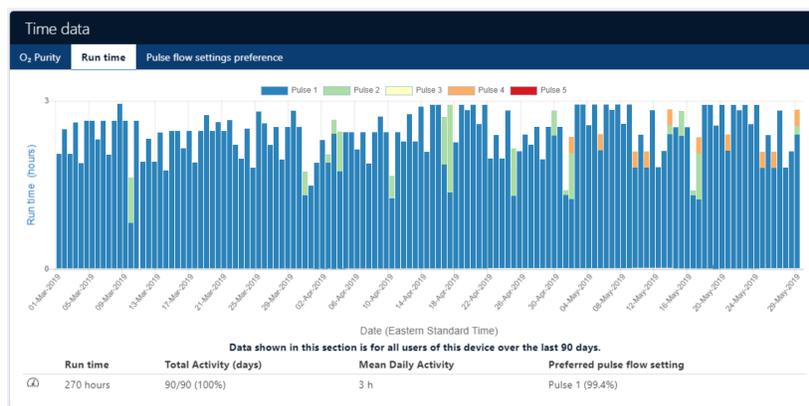


Figure 13: Time data — Run time[‡]

Under the **Run time** tab, a stacked bar chart is displayed, which shows the number of hours that the Platinum Mobile has operated each day, and in which flow setting. You can hover your mouse cursor over the graph to view each data point and its values.



A summary of the data is available at the bottom of the chart. This shows:

- **Run time** — the number of hours of concentrator operation over the last 90 days
- **Total activity (days)** — shows the number of days operated over the assigned duration — with a maximum 90-day history.
- **Mean daily activity** — shows the average time operated per day.
- **Preferred pulse flow setting** — the pulse flow setting that is used the most in the last 90 days

4.3.2.3 Time data — Pulse flow setting preference

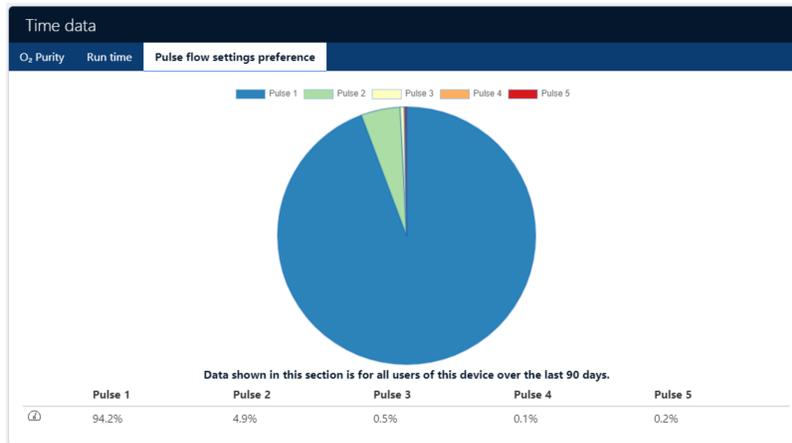


Figure 14: Time data — Pulse flow setting preference[‡]

Under the **Pulse flow setting preference** tab, a pie chart is displayed, showing the proportion of time that the Platinum Mobile has operated in each flow setting over the last 90 day period. You can hover your mouse cursor over the graph to view each data point and its values.

A summary of the data is also available at the bottom of the chart.

4.3.3 Device information

Device information		
Serial Number	Device: 17KF031290	Dongle: I17205518
Last data upload	30-May-2019 10:14	
Current assignment state	1 day ago	Active
Battery 1	24 cycles	Serial Number: 579
Battery 2	18 cycles	Serial Number: 3227

Figure 15: Device information[‡]

The device information panel lists the following device-specific information:

- **Serial Number** — serial numbers for both Platinum Mobile and dongle
- **Last data update** — the date when the data for this Platinum Mobile was last updated
- **Current assignment state** — shows the stage of the registration process. See *5 Managing Platinum Mobiles* for more information.



- **Battery 1** — number of charge cycles and serial number
- **Battery 2** — number of charge cycles and serial number

4.3.4 Device history

The device history panel lists the current and previous (if any) users of this Platinum Mobile.

Device history			
	Sam	Assigned: 22-May-2019	Assigned for 9 days
	sam	Assigned: 21-May-2019 Unassigned: 21-May-2019	Assigned for an hour

Figure 16: Device history[‡]

4.3.5 Alarms

Message	Time (Eastern Standard Time) ↑
Alarm code: MOUSE	09-Sep-2017 18:25
Alarm code: 00FF	07-Sep-2017 18:25
Alarm code: 0BAD	06-Sep-2017 18:25
Alarm code: 1234	05-Sep-2017 18:25
Alarm code: 29186	04-Sep-2017 18:25

Figure 17: Alarms[‡]

The alarms panel is a log of both current and historical warnings and errors. Each alarm entry shows the alarm message, as well as the time and date that the alarm occurred.

The alarms are arranged in chronological order: click on **Time** ↑ at the top of the date column to toggle the order between oldest first or latest first.

To help you find an instance of an alarm, use the filter buttons at the top of the panel to switch on or off warnings, errors and current users, or enter a search term in the search bar.



4.4 Viewing Platinum Mobile status

From the dashboard, click on the alert icon / to display a Platinum Mobile's current status — see *Figure 18*. The Platinum Mobile status displays a snapshot of the Platinum Mobile's key information when it was last updated (6), including user's name and contact number, server connection status, and current alarms, if any. See key below for more details.

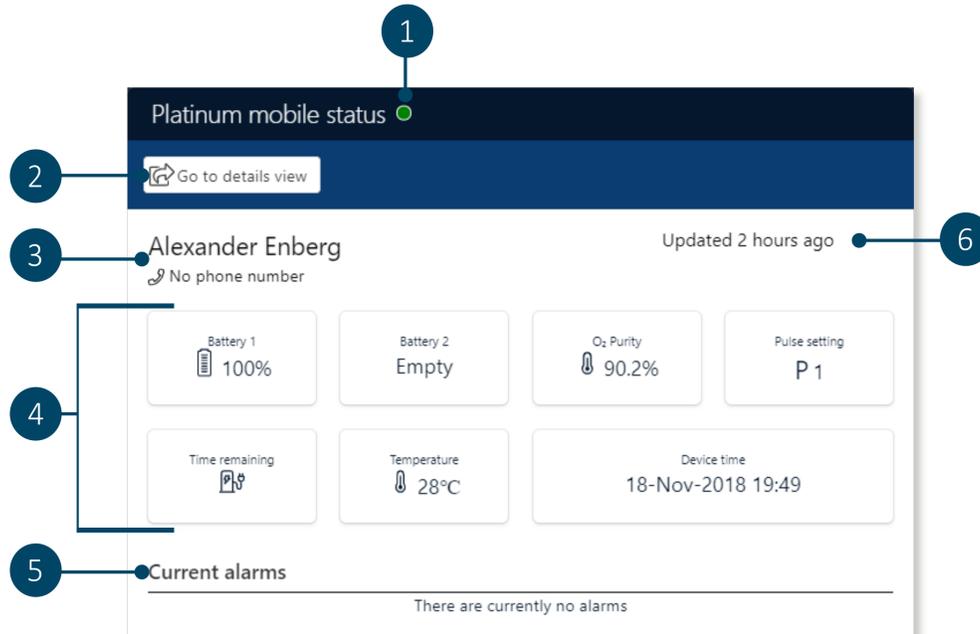


Figure 18: Platinum Mobile status[‡]

Key to Figure 18

- 1 Server connection status: green = connected; gray = no connection.
- 2 Go to details view button.
- 3 User name and contact details.
- 4 Status information: Battery 1, Battery 2, O₂ Purity, Pulse setting, Time remaining, Temperature, Device time.
- 5 Current alarms
- 6 Time when last updated

Note

For full trouble-shooting instructions, refer to the complete service manual on: www.invacare.com/BreatheSmartBreatheEasy.



5 Managing Platinum Mobiles

5.1 Assign	20
5.2 Transfer	24
5.3 Unassign	25
5.4 Hide	26

This section shows you how to manage Platinum Mobiles from the Invacare O₂ Provider Portal dashboard. Actions available are:

<i>Assign</i>	Assign a Platinum Mobile and Platinum Mobile Bluetooth dongle to a Platinum Mobile user.
<i>Transfer</i>	Transfer a Platinum Mobile and Platinum Mobile Bluetooth dongle from one Platinum Mobile user to another Platinum Mobile user.
<i>Unassign</i>	Unassign a Platinum Mobile user's association from a Platinum Mobile and Platinum Mobile Bluetooth dongle.
<i>Hide</i>	Hide all information about a Platinum Mobile and Platinum Mobile Bluetooth dongle from the dashboard.

5.1 Assign

Assigning the Platinum Mobile and Platinum Mobile Bluetooth dongle for the Platinum Mobile user serves two purposes:

1. it adds the Platinum Mobile to the provider's list; and
2. it registers the Platinum Mobile user for the Piccolo O₂ App.

Platinum Mobile users need to be registered on the Invacare O₂ Provider Portal to start using the Piccolo O₂ App. The assignment of the Platinum Mobile and Platinum Mobile Bluetooth dongle to the Platinum Mobile user links the assigned user to their Platinum Mobile via their smart device.

i See also

Refer to the *Piccolo O₂ App Quick Start Guide* or *in-app guide* for setting up the Piccolo O₂ App.



Figure 19: Assign Platinum Mobile button

To assign a Platinum Mobile and a Platinum Mobile Bluetooth dongle to a Platinum Mobile user, click on the **Assign Platinum Mobile** button (Figure 19) at the top of the dashboard. The Manage Platinum Mobile dialog is displayed — see Figure 20.



Manage Platinum Mobile

Assign Transfer Unassign Hide

Device

Platinum Mobile serial

Serial format 12AA123456

Dongle serial

Serial format A12345678

To

Email

Date

04-Jun-2019

Cancel Assign

Figure 20: Assigning a Platinum Mobile

Key to Figure 20

- 1 **Device:** the Platinum Mobile Oxygen Concentrator and the Platinum Mobile Bluetooth dongle's serial numbers. For locating serial numbers, see [5 Managing Platinum Mobiles](#).
- 2 **To:** the user's email address.¹
- 3 **Date:** the date that the device is assigned.

Fill in all the required fields and click **Assign** to complete the initial registration. Two of the fields require the product serial numbers. Serial numbers are located on the products, as described next.

Portable Oxygen Concentrator

The serial number for the Portable Oxygen Concentrator is found on the right-hand side of the label that is located at the back of the concentrator ([See Figure 21: Serial number location: Portable Oxygen Concentrator[‡]](#)). The serial number follows the reference "(21)".



Figure 21: Serial number location: Portable Oxygen Concentrator[‡]

¹You must have permission from the user to use their email address to register their Platinum Mobile.



Platinum Mobile Bluetooth dongle

The serial number for the Platinum Mobile Bluetooth dongle is found on the label that is located at the back of the dongle. The serial number follows the reference "(21)" and has nine characters: the first is a letter, followed by eight numbers.



Figure 22: Serial number location: Platinum Mobile Bluetooth dongle[‡]

After registering, the Platinum Mobile user will receive a link via email that will enable them to complete the registration process, download the Piccolo O₂ App and connect their Platinum Mobile. Instructions for the App can be found in the Piccolo O₂ App Quick Start Guide at www.invacare.com/BreatheSmartBreatheEasy.

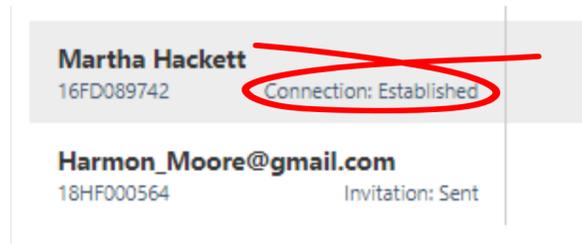


Figure 23: Registration status message[‡]

Each stage of the registration process is displayed next to the user's name in the dashboard, see [Figure 23](#), which allows the provider to monitor the user's progress and provide help if necessary.

The stages of the registration process are tabled next.



Action	Status message	Status message explanation
Assign	Invitation: Sent	Click on "Assign Platinum Mobile" to claim a Platinum Mobile and register it to your client. Your client will receive an email inviting them to register, but until they click on the link in the email, the status message remains "Invitation: Sent".
	Invitation: Accepted	Your client has clicked on the link in their email (which takes them to the Invacare-o2 website) but not yet submitted the form to create their account.
	Account created	Your client has submitted the form and created their account. At this point they are given links to download the Piccolo O ₂ App.
	App login: Failed	Your client has downloaded and opened the Piccolo O ₂ App, but has incorrectly entered their password in the login form.
	App login: Passed	Your client has entered their password correctly but has not yet accepted the terms and conditions that appear on the next page.
	Connection: Code pending	Your client has now accepted the terms and conditions but not yet tried to send in a 6-digit code generated from the Platinum Mobile.
	Connection: Unsuccessful	Your client has not been able to establish a connection to their Platinum Mobile. This could be because their phone can't connect over Bluetooth (check that Bluetooth is switched on, that the dongle is plugged in, and that nothing else is connected to the Platinum Mobile), or that the wrong serial number was entered when the Platinum Mobile was originally assigned (check serial number).
	Connection: Established	The registration is complete, but no data has been received from your client's Platinum Mobile yet.
	Uploading data	Your client's data is being uploaded.
		[No status displayed]
Transfer	[No status displayed]	If you want to transfer a Platinum Mobile directly from client A to client B, you can use this to effectively do an "Unassign" immediately followed by an "Assign".
Unassign	Available to assign	You have unassigned this Platinum Mobile from your client so it is no longer associated to them. This could be because, for example, the Platinum Mobile is under repair or, perhaps, on the shelf awaiting redeployment.
Hide	Hidden	Select "Hide" when the Platinum Mobile is no longer assigned to anyone and you no longer want to see the Platinum Mobile in your normal dashboard view. You can, however, search for it by serial number using the search bar, in which case it appears in the list marked as "Hidden".



5.2 Transfer

A registered user's device can be transferred to another user with the **Transfer** feature in the Manage Platinum Mobile dialog.

To transfer a device, locate the user in the dashboard from whom you wish to transfer the device and click on the Manage icon, , which can be found on the right-hand side of each user entry in the dashboard (see [Figure 24](#)), and then select the **Transfer** tab at the top of the Manage Platinum Mobile dialog (see [Figure 25](#)).

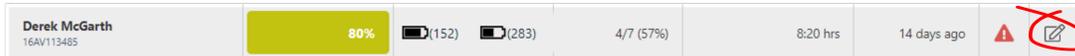


Figure 24: Manage icon[†]

Fill in the required fields and then click on the **Transfer** button to complete the process.

Figure 25: Transferring a Platinum Mobile

Key to [Figure 25](#)

- 1 **Device:** the Platinum Mobile Oxygen Concentrator and the Platinum Mobile Bluetooth dongle's serial numbers. For locating serial numbers, see [5 Managing Platinum Mobiles](#).
- 2 **From:** the current user's name and email address.
- 3 **To:** the user email that the device will be transferred to.
- 4 **Date:** the date that the devices are transferred.

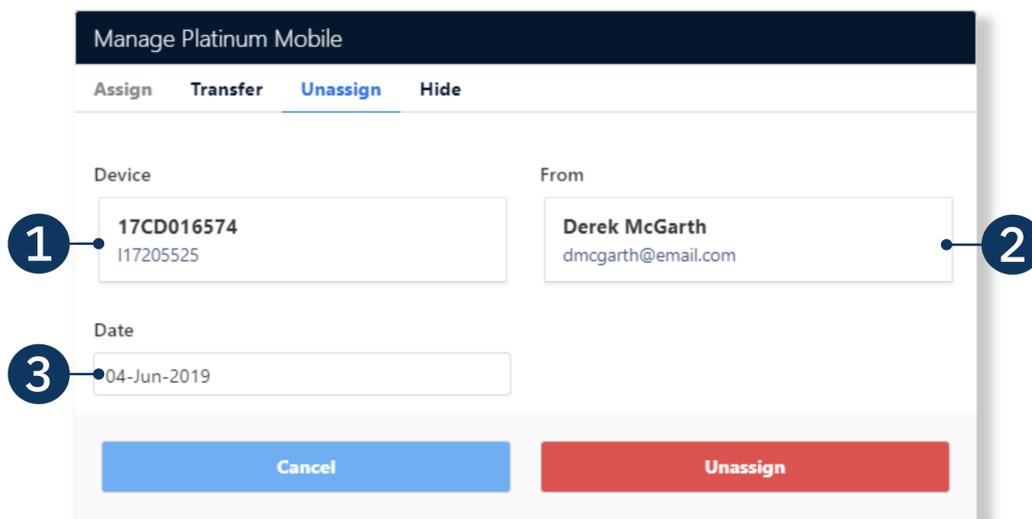


5.3 Unassign

A registered user's device can be unassigned with the **Unassign** feature in the Manage Platinum Mobile dialog. When a device is unassigned, the user is no longer associated with the device.

To unassign a device, locate the user in the dashboard from whom you wish to unassign the device and click on the Manage icon, , which can be found on the right-hand side of each user entry in the dashboard (see [Figure 24](#)), and then select the **Unassign** tab at the top of the Manage Platinum Mobile dialog (see [Figure 26](#)).

Click on the **Unassign** button to complete the process.



The screenshot shows the 'Manage Platinum Mobile' dialog box with the 'Unassign' tab selected. It features three input fields: 'Device' (containing '17CD016574' and '117205525'), 'From' (containing 'Derek McGarth' and 'dmcgarth@email.com'), and 'Date' (containing '04-Jun-2019'). At the bottom are 'Cancel' and 'Unassign' buttons. Numbered callouts 1, 2, and 3 point to the Device, From, and Date fields respectively.

Figure 26: Unassigning a Platinum Mobile

Key to Figure 26

- 1 **Device:** the Platinum Mobile Oxygen Concentrator and the Platinum Mobile Bluetooth dongle's serial numbers. For locating serial numbers, see [5 Managing Platinum Mobiles](#).
- 2 **From:** the user's name and email address.
- 3 **Date:** the date that the devices are unassigned.



5.4 Hide

If a device is no longer associated with anyone, and you do not want to see it listed, you can hide it from the dashboard with the **Hide** feature. To hide a device, click on the Manage icon, , which can be found on the right-hand side of each user entry in the dashboard (see [Figure 24](#)), and select the **Hide** tab at the top of the Manage Platinum Mobile dialog (see [Figure 27](#)).

Click on the **Hide** button to complete the process.

The screenshot shows a dialog box titled "Manage Platinum Mobile" with four tabs: "Assign", "Transfer", "Unassign", and "Hide". The "Hide" tab is active. The dialog contains three input fields: "Device" (containing "16AV113485" and "I17205525"), "From" (containing "Derek McGarth" and "dmcgarth@email.com"), and "Date" (containing "04-Jun-2019"). At the bottom are "Cancel" and "Hide" buttons. Numbered callouts 1, 2, and 3 point to the Device, From, and Date fields respectively.

Figure 27: Hiding a Platinum Mobile

Key to [Figure 27](#)

- 1 **Device:** the Platinum Mobile Oxygen Concentrator and the Platinum Mobile Bluetooth dongle's serial numbers. For locating serial numbers, see [5 Managing Platinum Mobiles](#).
- 2 **From:** the user's email address.
- 3 **Date:** the date that the devices are hidden.

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