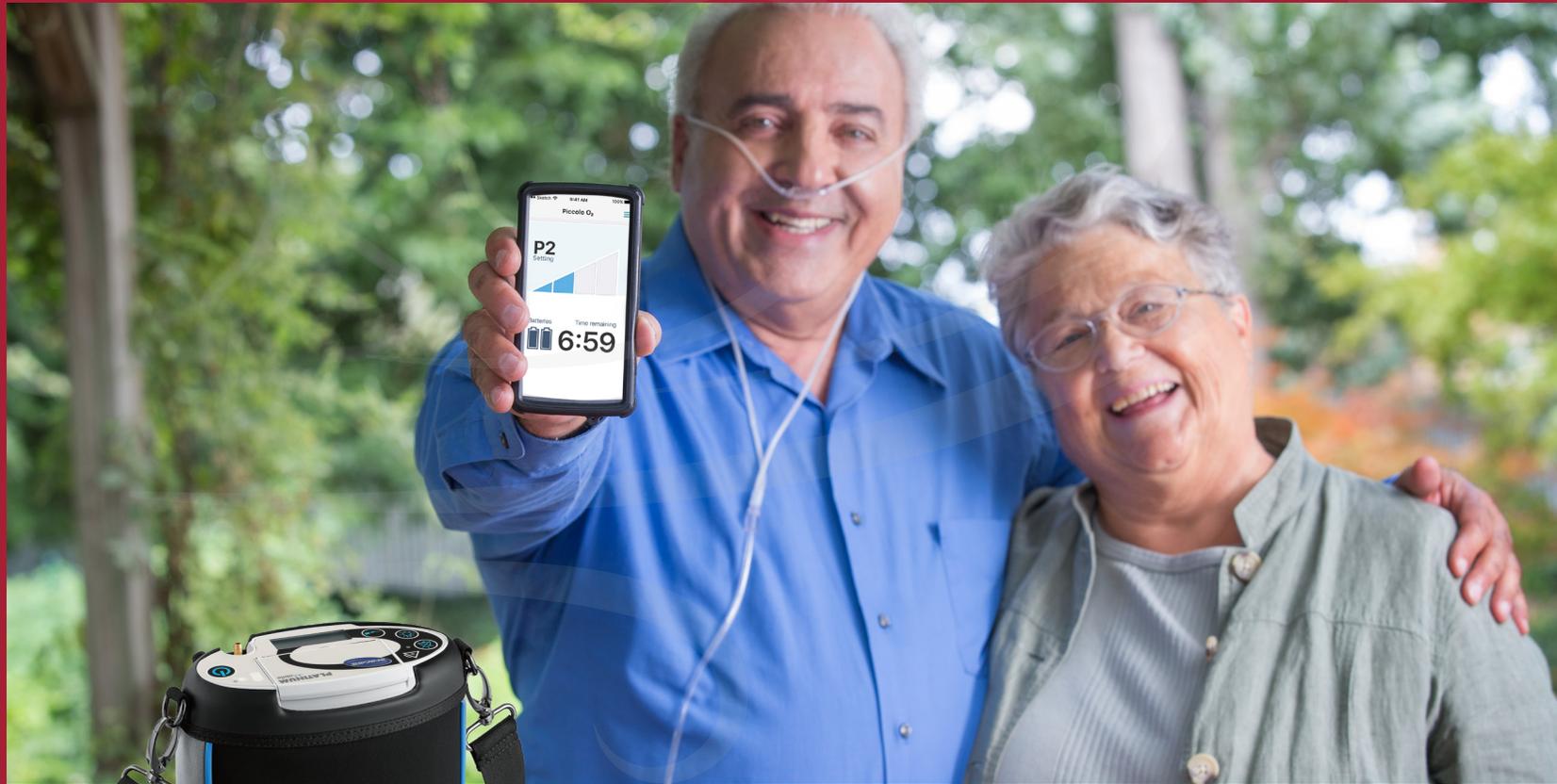


FREQUENTLY ASKED QUESTIONS

Piccolo O₂ App



Breathe Smart.
Breathe Easy.

[Click here to view detailed product information and pricing.](#)

Call 800-397-5899 to order today!

WHAT IS THE PICCOLO O₂ APP AND WHAT CAN IT DO FOR ME?

The Piccolo O₂ App helps users to take charge of their day with:

- Access to information about their Invacare® Platinum® Mobile Oxygen Concentrator
- Battery time remaining in hours and minutes
- Access to guides and other resources
- Access to quick support when needed



App is Optional but recommended.

COMPATIBILITY

Q What smartphones and operating systems are compatible with the App?

A The Piccolo O₂ App is compatible with all Apple® iOS devices running iOS 10.0 or above. An Android App will be released in November 2017 and will be compatible with Android devices that have Bluetooth® LE and are running Android V5 or higher.

Q Where can I get the App?

A The App is available for download from the US Apple® App Store® and from the US Google Play store for Android.

Q Is it iPad® compatible?

A Yes. Full screen operability (responsiveness) coming soon.

Q Will there be more feature upgrades?

A Yes! Stay tuned for even more exciting features to enhance functionality.

CONNECTING TO YOUR PROVIDER

Q Can the Platinum Mobile Oxygen Concentrator be repaired remotely?

A No, a participating provider with access to the Provider Portal can remotely review operating performance and faults and could help resolve issues that do not require repairs to the hardware or software. Additional troubleshooting steps can be found in the owner's manual.

Q What does my provider need from me to set me up with a registration link?

A Your oxygen equipment provider will have to register your email and your device. To do so, they will need your name, email address, the serial number on the back of your Platinum Mobile Oxygen Concentrator and the serial number on the black dongle, which should already be plugged into the back of your Platinum Mobile Oxygen Concentrator.

Q What if I didn't receive a link from my provider to download the app?

A To register your new device and get you started on using the Piccolo O₂ App with your Platinum Mobile Oxygen Concentrator, you should have received a login setup link via email from your oxygen equipment provider. **If you did not, contact your provider and ask them to send you a login setup link.**

CONNECTING TO YOUR PLATINUM MOBILE OXYGEN CONCENTRATOR

Q Can multiple smartphones with Bluetooth® connect to the Platinum Mobile Oxygen Concentrator with connectivity at the same time?

A No. Only one phone can pair with the Platinum Mobile Oxygen Concentrator at a time.

Q Can I download the app without pairing it to the Platinum Mobile Oxygen Concentrator?

A Yes. The app can be downloaded by searching Piccolo O₂ App on the Apple® App Store and Google® Play store.

Note, you only receive information on your Portable Oxygen Concentrator in the App if it is paired.

Q Can I use the App on any Platinum Mobile Oxygen Concentrator?

A You can use the App on any Platinum Mobile Oxygen Concentrator fitted with an original dongle inserted in the USB port found on the back of the unit.

HOW DOES IT WORK?

Q Does using the Piccolo O₂ App impact my smartphone battery life?

A Any mobile application operating on your smartphone will impact battery life. As the Piccolo O₂ App uses Bluetooth LE for connectivity, the impact will be similar to using wireless headphones.

Q Can my caregiver connect to my Platinum Mobile Oxygen Concentrator on their phone?

A No, your Platinum Mobile Oxygen Concentrator is only able to connect to the Piccolo O₂ App if you have signed into the app using your email address and password.

DATA SECURITY & USAGE

Q Is the data secure?

A All data is securely held using industry leading providers.

Q Does the Piccolo O₂ App access any personal information from my smartphone?

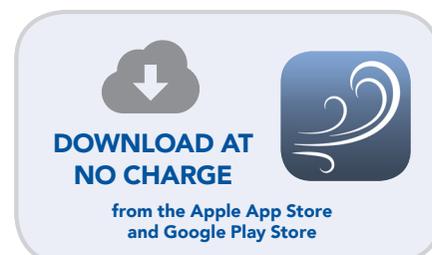
A No. The Piccolo O₂ App only accesses information from and about your Platinum Mobile Oxygen Concentrator. It does not access other information such as data from your smartphone.

Q How much data does the App use?

A The Piccolo O₂ App sends a very small amount of data to the cloud while it is connected to Platinum Mobile Oxygen Concentrator. On average the App will use between 10KB and 20KB of data per day for a Platinum Mobile Oxygen Concentrator that is used regularly during the day.

Q Where is the data stored?

A The Invacare O₂ Connectivity Platform is an internet based solution with all data stored in the cloud.





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Breathe Easy.