Mobilitycloud 010321QR1 Bikeshare System Controller User Guide

Contents

MobilityCloud

Mobilitycloud 010321QR1 Bikeshare System Controller

Getting to Know your Device

DEVICE INTERFACE

Indicator LEDs: The five (5) indicator LEDs show the current status of the bike. These let the operator quickly know whether a bike is working, rented or in repair.

Keypad: The Controller's keypad includes twi (2) keys, one to wake up the device, and another one to mark bicycle as broken.

DEVICE CONNECTORS

Female Lock Connector: A QR Controller requires a SoBi Lock and Social Bicycle to be useful for a bike share operator. Plug the Lock's cable into this connector. See the SoBi Lock Operator Guide for details.

Programming Connector: The QR Controller can be reprogrammed over the air (OTA) or by connecting the device. Reprogramming is only to be done at direction of MobilityCloud service center staff.

REMOVABLE PARTS

Battery: Each QE Controller ships with one 4.2V Lithium Ion Battery Pack (part No. SC2-BAT-15A64V2). This battery is connected.

Rear Lens: Each QR Controller ships with a rear lens cover secured by 2 security screws. The lens cover provide operators with secure access to the Controller's battery compartment. When needed, remove this cover to swap batteries.

Security Screws: Each QR Controller comes with two (2) custom security screws and two (2) T-10 security screws. Use these to secure the Controller to the bike.

Frequently Asked Questions

Why did my Controller's indicator LEDs cycle through different colors when I turned it on?

- When a controller is first turned on it will establish a connection with the SocialBicycles Platform. It will transition through a range of red, yellow, blue and green LEDs as it establishes its network connection and verifies whether it is assigned to a Bike Share network.

The Controller asked me to enter my bike share program's Network ID. Where do I find this ID?

- Operator staff with access to the SoBi Platform can login to see the ID of their network. The Network ID is listed at the top of the Web App.

How do I know what Bike ID to assign the Controller?

- When first starting up a Controller it may ask you for a Network ID and a Bike ID. The Bike ID is a 3 to 4 digit number printed on the bike onto which you are installing the Controller.

How do I know if the Controller is successfully reporting GPS?

- You have two options for determining if the Controller is connecting with GPS satellites. The first is to see if rides it records include a route. The second is to enter the appropriate Admin code to see a readout on the Controller's LCD.

My Controller does not appear to be connecting to the GSM network. What should I do?

- The Controller should be installed in a bike with clear sky access or in a building by a wall with windows. If the Controller is located in an area (such as some building basements) without GSM signal it will not be able to connect to the platform.

How do I unlock a bike using the Controller?

- Scan the QR code placed on the controllers or tap your RFID card. Wait to hear unlocking sound. The 3 LEDS in the front will start blinking green.

Overview

- This guide will take you step-by-step through configuration and confirmation.

STEP 1

- Insert your Controller into a bicycle and connect it to your SocialBicycles Lock.

STEP 2

- Secure your Controller to the bike frame using the 2 security screws and a torque wrench.

STEP 3

- Connect the battery to power on your QR Controller and attach the rear lens cover to secure the battery.

STEP 4

- Verify that your Controller is working by using it to rent and unlock the Social Bicycle which you installed it on during Step 1.

Help with Activating your Controller

For Help with Activating your Controller

- Contact the MobilityCloud service center team by email at support **@socialbicycles.com**.

Help after Activating your Controller

For Help after Activating your Controller

- Contact the MobilityCloud service center team by email at **support@socialbicycles.com.**

Understanding the lights on your Controller

Red Indicator LEDs

- The Controller is in a repair state. This prevents your bike share members from renting the bike. The bike will not show as available in the web or mobile applications and you will receive a Maintenance Record alert. To remove a Controller from the Repair state, use the web app for Operators.

Blue Indicator LEDs

- The Controller is rented by a member of your bike share system. To know which user has your bike rented use the web app for Operators. If you need to end the rental, use the web app to cancel the hold if the bike is locked or if the bike is unlocked, insert the lockbar to end the rental.

Yellow Indicator LEDs

- The Controller is attempting to establish a connection with the GSM network. If the Controller is indoors, move it to where it has clear sky access. If it has clear sky access then wait for the LEDs to transition. If the LEDs remain solid or blink- ing yellow disconnect and reconnect the battery. If they persist, contact your service center.

Green Indicator LEDs

- The Controller is working and available to be rented by one of your bike share members.

Specifications

Power Supply

- SocialBicycles Part Number SC2-BAT-15A64V2: a 4.2V Lithium-Ion Battery Pack with 4A maximum charge/discharge rate.

Status Indicators

- LED indicators communicate the Controller's (i) Rented status and (2) Network connectivity status.

Dimensions

- (H x D x W): 2.6in. x 9.2in. x 5.82in.

Unit Weight

- 2.5 lbs without a battery. 2.75 lbs with a battery.

Ambient Temperature Range

- -10 degrees Celsius to 50 degrees Celsius.

FCC Compliance

UNITED STATES FCC COMPLIANCE

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different fromthat to which the receiver is connected.

- Consult the dealer or an experienced radio/television technician for help. Modifications: Any modifications made to this device that are not approved by Mobility Cloud Inc. may void the authority granted by the FCC to operate this equipment.

SOFTWARE USE

- The software incorporated in your device is protected by copyright law and furnished to you under a license agreement. This software may be subject to mandatory upgrades. For more information, contact your service center.

RADIO FREQUENCY RADIATION EXPOSURE INFORMATION

- This equipment complies with FCC and ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 30 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry of Canada Compliance.

This device complies with Industry Canada's license-exempt RSS. Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

One-Year Limited Warranty

MobilityCloud warrants to the first purchaser that, during the Term, the Products shall materially conform to MobilityCloud's published specifications as of the date such Products are ordered (subject to fulfilment of Customer's obligations of care and use) for twelve (12) months from the delivery date in the case of the Controller and all other components and accessories of the Product.

LIMITATIONS AND EXCLUSIONS

This warranty does not apply to any cost incurred for removal or reinstallation, or to any product or part thereof which has suffered through normal wear and tear, alteration, improper installation, physical abuse, misuse, neglect or accident. Nor does it cover defects caused by shipment to a MobilityCloud service center, or repair or service of the product by anyone other than a MobilityCloud service center. The warranty excludes damage caused by accidents, misuse, weather events, vandalism, neglect, and improper maintenance. From time to time, MobilityCloud may implement a mandatory upgrade to the Controllers, in which case the replacement Controllers will be furnished at no additional charge to Customer.

The specifications and information regarding the products in this manual are subject to change without notice. All statements, information, and recommendations in this manual are believed to be accurate but are presented without warranty off any kind, express or implied. Operators of Mobility Cloud must take full responsibility for their application of any products.

MobilityCloud, Inc.

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Documents / Resources

	Mobilitycloud 010321QR1 Bikeshare System Controller [pdf] User Guide 010321QR1, 2AY2H010321QR1, 010321QR1 Bikeshare System Controller, 010321QR1, Bikeshare System Controller

References

- Social Bicycles - affordable and scalable bikeshare technology
- User Manual