

# SOBI CONTROLLER

## OPERATOR GUIDE



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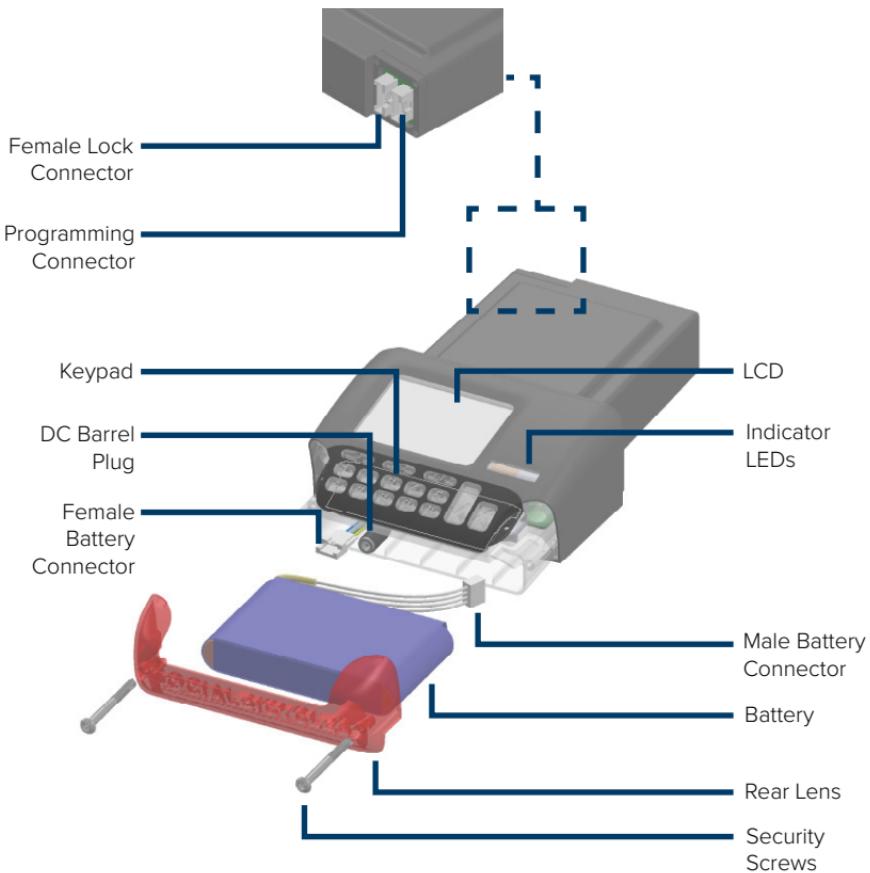
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## Getting to Know your Device

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## Getting to Know your Device (continued)

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### DEVICE INTERFACE

**LCD Screen:** The LCD screen displays information to the Operator and to the End-consumer. It informs them of how to interact with the Controller.

**Indicator LEDs:** The four (4) 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 ten (10) numeric keys, three (3) soft keys that correspond to content displayed on the LCD screen and two (2) large buttons for confirmation and cancelation of commands entered at the keypad.

### DEVICE CONNECTORS

**Female Lock Connector:** A SoBi 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 SoBi Controller can be reprogrammed over the air (OTA) or by connecting the device to a Windows PC running Atmel Studio 6. Reprogramming is only to be done at direction of SoBi service center staff.

**DC Barrel Plug:** The DC barrel plug allows for rapid device charging.

### REMOVABLE PARTS

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

**Rear Lens:** Each SoBi 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 SoBi Controller comes with two (2) custom security screws and two (2) T-10 security screws. Use these to secure the Controller to the SoBi bike.

## Frequently Asked Questions

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### **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 SoBi 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 Social Bicycle 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. Contact your SoBi service center for this keycode.

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

The Controller should be installed in a Social Bicycle 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 SoBi Platform.

### **How do I unlock a Social Bicycle using the Controller?**

Enter your 6-digit SoBi account number or tap your SoBi RFID card. Then enter your 4-digit PIN.

## Overview

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

### STEP 1

Insert your Controller into a Social Bicycle and connect it to your SoBi Lock.

### STEP 2

Secure your Controller to the Social Bicycle using the 2 security screws and a torque wrench.

### STEP 3

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

### STEP 4

Soft reboot your Controller by entering the code provided to you by the SoBi service center staff.

### STEP 5

If asked: enter your SoBi Network ID and Bike ID.

### STEP 6

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

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### **For Help with Activating your Controller:**

Contact the SoBi service center team by email at [support@socialbicycles.com](mailto:support@socialbicycles.com) or by phone at 917.746.7624 x4. Calls will be answered promptly between the hours of 8am and 8pm Eastern.

## Help after Activating your Controller

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### **For Help after Activating your Controller:**

Contact the SoBi service center team by email at [support@socialbicycles.com](mailto:support@socialbicycles.com). If you are experiencing issues with more than a few of your Controllers please call 917.746.7624 x3 and our service team will assist you. Calls will be answered promptly between the hours of 5am and 11pm Eastern.

## Understanding the lights on your Controller

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### **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 SoBi web or mobile applications and you will receive a Maintenance Record alert. To remove a Controller from the Repair state, use the SoBi web app for Operators at [manage.socialbicycles.com](http://manage.socialbicycles.com) or enter the Repair Code X9+005 at the bike.

### **Blue Indicator LEDs:**

The Controller is rented by a member of your Social Bicycles Network. To know which user has your bike rented use the SoBi 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 blinking yellow disconnect and reconnect the battery. If they persist, contact your SoBi service center.

### **Green Indicator LEDs:**

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

## Specifications

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### **Power Supply:**

SoBi 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 (1) Rented status and (2) Network connectivity status. The Controller's LCD Screen displays the Controller's GPS connection, Capacitor state, Battery state, firmware version, serial number and if connected to a Lock the Lock's serial number when specific codes are entered at the keypad. For these codes contact your SoBi service center.

### **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

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### 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 from that 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 Social Bicycles Inc. may void the authority granted by the FCC to operate this equipment.

## FCC Compliance (continued)

### **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 SoBi service center.

## RF Exposure

### **RADIOFREQUENCY RADIATION EXPOSURE INFORMATION:**

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 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 licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## One-Year Limited Warranty

Social Bicycles (SoBi) warrants to the first purchaser that, during the Term, the Products shall materially conform to SoBi's published specifications as of the date such Products are ordered (subject to fulfillment 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 SoBi service center, or repair or service of the product by anyone other than a SoBi service center. The warranty excludes damage caused by accidents, misuse, weather events, vandalism, neglect, and improper maintenance. From time to time, SoBi may implement a mandatory upgrade to the Controllers, in which case the replacement Controllers will be furnished at no additional charge to Customer.

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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 of any kind, express or implied. Operators of Social Bicycles must take full responsibility for their application of any products.

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