RideCare companion User Manual

Version: v1.6

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1 Product Description

The RideCare companion is a solution for Ride Hailing service providers. It is intended for, and has been validated for, installation and operation in street-legal passenger cars with a rated voltage of 12V. RideCare companion is not intended to detect vehicle accidents, fire, or act as an emergency device. Please follow the instructions in this manual to obtain the optimal results from this unit. We also recommend that you keep this manual handy for future reference. This manual is valid for part numbers: 7.507.650.521, 7.507.650.522, and 7.507.650.523. Make sure to read through all safety related information (pages 6-13) when using and/or installing this device.

Data subject not change without notice |
Printed in USA | January 06, 2023

1.1 Specifications

Environmental & Performance	
Operating Temp.	-10°C to +60°C
Storage Temp.	-20°C to +85°C
Relative Operating Humidity	20% to 80% non-condensing
Input Voltage	+12V DC
Power Consumption	Max 1.2A @ 12VDC
Dimensions (LxWxH)	127x37x60 mm
Weight	369 g
FoV Interior camera	118deg H x 62deg V
FoV Exterior camera	136deg H x 70deg V

Highest specified charging temperature	60±3 °C
Lowest specified charging temperature	0±3 °C

2 Before Installing

2.1 Safety Related Warnings

⚠WARNING Read and follow the instructions and precautions in this guide and all documents referenced in this guide when installing this device. Always refer to the vehicle manufacturer's service manual for proper installation and wiring of any aftermarket devices, including this device. Failure to do so may result in property damage and/or personal injury.

⚠WARNING Park the vehicle on a level surface before beginning any maintenance or installation.

Block the wheels to prevent the vehicle from moving. Never work under a vehicle supported only by jacks as jacks can slip and fall over.

⚠WARNING Do not pound on the RideCare companion for any reason as this could crack the vehicle's windshield.

⚠WARNING To avoid injury, do not look directly at the infrared LEDs (located below the interior-facing camera) within 20cm.

⚠WARNING Wire Protection: Take all necessary measures to protect all wires running through a metal surface with a grommet or other device and all wires running outside the vehicle cab with a loom. Always protect against wire fatigue and harness abrasion by properly mounting wires at closely spaced intervals, while avoiding contact with sharp edges or doing anything else that might result in exposed wires. All wires should be secured via tie wraps or other method at least every 1 ft (30 cm/300 mm) or less. Do not over-tighten any tie wraps.

⚠WARNING The wireless button contains a coin / button cell battery. If the coin / button cell battery

is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

- Do not ingest battery, Chemical Burn Hazard
- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

⚠WARNING The wireless button complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0.5 cm between the radiator & your body.

⚠WARNING The wireless button complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0.5 cm between the radiator & your body.

⚠WARNING The companion cam contains an internal battery. Failure to follow the guidelines below may result in this internal lithium-ion battery experiencing a shortened life span or may present a risk of damage to the device, fire, chemical burn, electrolyte leak, and/or injury.

- Use only the provided battery charger when charging.
- Do not expose the device to a heat source
- Do not puncture or incinerate the device or battery.
- When storing the companion cam for greater than 3 months: make sure the battery is charged, and store within the temperature range: 20°C to 30°C (68°F to 86°F)
- Do not attempt to replace the internal battery.
- Do not expose to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

⚠WARNING Failure to avoid the following potentially hazardous situations could result in an accident or collision resulting in death or serious injury.

When installing the companion cam, wireless button, and all corresponding wiring in a vehicle,

- Do not obstruct drivers view.
- Do not install in front of airbag.
- Do not install in a location that could interfere with vehicle operating controls.
- Before using the companion cam on your windshield, check the state/local laws and ordinances where you drive. Some state laws prohibit or restrict the placement of objects on the windshield of a motor vehicle
- It is the user's responsibility to mount the RideCare companion in compliance with all applicable laws and ordinances.

2.2 General Safety Instructions

- **Important:** Avoid installing the RideCare companion in humid or dusty locations; or at temperatures below 10°C (50°F). If the outside temperature is below 10°C, turn on the vehicle and allow it to heat up to at least 10°C (should only take a few minutes) before

installing the companion cam & wireless button. Once the companion cam & wireless button have been correctly mounted, they are rated for temperatures described in the specifications section of this manual.

- **Important:** If windshield mounting the companion cam, ensure that the mounting bracket can mount directly to the glass. If there is a film (such as a windshield tint) preventing this, dash mount is recommended.
- **Important:** If dash mounting the companion cam, the recommended mounting surface is flat, smooth, and one of the following materials: Vinyl, Plastic, or Metal. If your dashboard is a different material (such as leather) and/or has a textured surface, windshield mount is recommended.
- **Important:** The recommended mounting surface for the wireless button is flat, smooth, and one of the following materials: Vinyl, Plastic, or Metal.

- The RideCare companion shall be installed in the interior of a street legal passenger vehicle with a rated voltage of 12V.
- The RideCare companion shall be installed in a way such that the ventilation holes are not obstructed/covered.
- Only the connecting cable included with the RideCare companion and wiring methods called out in the user manual or installation UI may be used. Compliance with the applicable standards can no longer be guaranteed if the device is modified without the agreement of Robert Bosch LLC.
- Do not disassemble the companion cam.
- Do not use the companion cam if it seems damaged.
- Do not insert foreign bodies into the openings on the companion cam – otherwise injury or damage to the device may occur.
- Do not cover ventilation openings – otherwise a build-up of heat may occur in the device that could lead to malfunction.

- The companion cam must not come into contact with hot or burning objects (e.g. cigarettes, heat gun, etc.).
- Each installation of the mounting bracket must be done with a new pad of glue tape (Do not use one glue pad twice).
- Prior to installation, the desired mounting surface should be cleaned with an alcohol wipe and allowed time to fully dry. This helps ensure a proper bond for the adhesive.
- To clean the companion cam, never use hard or sharp objects that could damage the protective lenses or housing.
- Do not use aggressive cleaning agents such as thinners, benzine, abrasive cleaners, spray cleaners, acidic or alkaline solutions, or wax.
- Do not spray any liquids onto the companion cam. Make sure that no liquid enters the inside of the device.
- Do not become distracted by the companion cam, wireless button, your phone, or any other device while driving, and always be aware of all driving conditions.

2.3 General Installation info

- **Camera legal notice:** In some jurisdictions it could be considered an invasion of privacy rights to take or publicly display photographs or videos of people or their vehicles using this product. It is your responsibility to know and comply with applicable laws and rights to privacy in your jurisdiction.
- The Installation process should take no longer than 30 minutes total.
- The adhesive tape generally reaches 50% of total ultimate strength within 20 minutes of mounting, which is sufficient to begin driving. It will continue to cure, generally reaching 100% strength by 72 hours.
- The companion cam can be mounted to either the dash or the windshield, depending on preference. This is possible since the mounting bracket can be rotated 180 degrees with respect to the device. Regardless of mounting position, the device will always have

the same orientation – such that the word “BOSCH” on the interior side is readable.

- It may be easiest to install the device while sitting on the passenger’s side.
- To unfold the bracket (and to adjust the angle), loosen the long knob on the side while taking care not to fully unscrew it. Then re-tighten once the desired angle is achieved.
- This device should be conveniently installed via use of the Bosch Installation UI.
- **Important:** Do not glue the device to your vehicle’s surface until after following the steps in the installation UI. The optimal location will be vehicle dependent, and the installation UI will help determine this.
- **Important:** The companion cam is intended to be stationary mounted to either the vehicle’s windshield or dashboard and must be located such that it is greater than 20 cm away from either the driver or any passengers under normal driving conditions.
- To access the Installation UI, scan the QR code on the provided welcome card.

2.4 Package & Required Tools

Included in Package:

- companion cam*
- Wireless button**
- Power Cable***
- Mounting Bracket Assembly w/ tape****
- Alcohol wipe / cleaning cloth
- Cable mounting clips
- Welcome card
- This manual
- Removal tool
- Reset pin tool
- Privacy sticker

Not Included in Package:

- Smartphone (iOS or Android)
- Optional: a prying tool to aid in routing the power cable.

*Part number: NA: 7 507 650 521 / EU: 7 507 650 522 / AUX: 7 507 650 523

**Part number: 7 507 650 524

***Part number: 7 507 650 525

****Part number: 7 507 650 526

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Printed in USA | January 06, 2023

Figure 1
Package contents.

3 General Use

3.1 Device Installation & Start-up

The RideCare companion package will contain a welcome card which has important information and a QR code. You will be directed to the installation UI by scanning the QR code, which will be required to setup the device. The package will also contain two stickers which notify passengers that the vehicle is under video recording. One sticker should be placed on each back passenger door window.

To do this:

- Peel off the paper backing.
- Place sticker on passenger window facing outside. The bottom edge of the sticker should be parallel to the horizontal plane.
- Use your finger or a credit card to smooth it out, removing any wrinkles or air bubbles.

When it's time to remove the stickers, use a flat tool such as a putty knife at a 45-degree angle to gently push underneath the edges. Carefully work your way in, until the sticker peels off.

Figure 2
Privacy notice.

3.2 Using the companion cam

The companion cam may only be properly operated via use of the web application.

- Scan QR code on welcome card to enter the web application.
- Before using, follow the installation instructions until the application confirms that the device has been successfully installed and registered.
- Once the above process has been completed, the device will begin recording upon startup.
- For the first ride the device will prompt the user to begin recording via a phone notification. Once the user accepts, the device will automatically start recording for all subsequent rides. The device will automatically split the drive into rides, which can then be verified in the ride report.
- **Important:** All services will only be available when the device is on. This includes use of the wireless button, and the quick upload feature.

- To reset the companion cam, press the button via pinhole, which is located on the left side of the cam.

Figure 3
Reset button.

3.3 Mounting Bracket

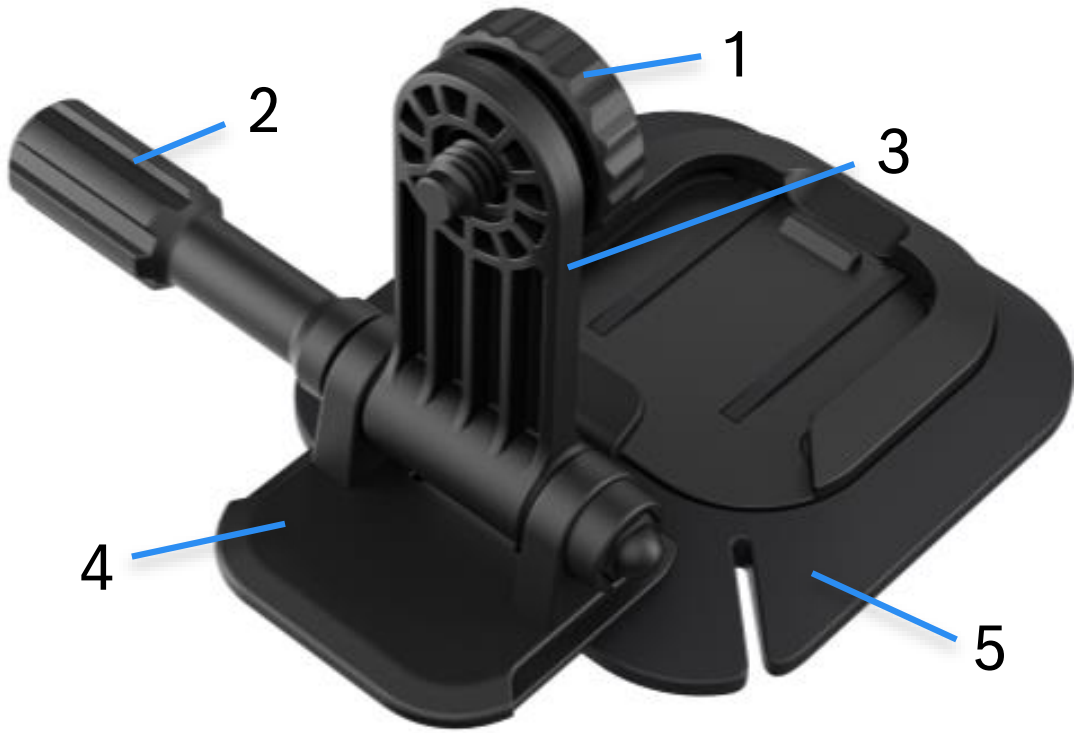

Figure 4
Mounting bracket assembly.

The Mounting bracket assembly is comprised of five main parts (See Figure 4 for reference).

- 1) Back knob: used to attach the bracket to the threaded insert on the back-center of the companion cam.
- 2) Side knob: used to adjust the angle of the bracket arm relative to the baseplate. Rotate counterclockwise until loose > adjust arm to desired angle > rotate clockwise to tighten.
- 3) Bracket Arm: vertical structure of the bracket.
- 4) Sliding plate: part which slides on and off the baseplate.
- 5) Baseplate: part which mounts to the vehicle. This part is comprised of both a hard plastic and soft rubber component.

The companion cam can be easily removed by detaching the baseplate from the rest of the bracket assembly. Simply lift the plastic lever on the backside and slide it as shown in Figure 5.

Figure 5
Sliding bracket design.

Whether the companion cam is mounted to the windshield or dashboard, its orientation must remain the same. To achieve this, the mounting bracket can be flipped 180 degrees depending on the desired location. To flip the bracket, unscrew the back knob by rotating it counterclockwise and simply screw it back in with the desired position. You can confirm correct orientation by making sure the word “Bosch” is readable, as shown in Figure 6.

Figure 6
Bracket orientation for winshield vs dash mount.

3.4 Wireless Button

Figure 7
Wireless button.

The wireless button is used by simply pressing down on the center button cap which shows SOS. There will be an audible clicking sound. Prior to use, the wireless button must be paired with the companion cam. For this, please see the installation UI.

The wireless button is equipped with a coin cell battery (type CR2032), so make sure to read the safety warnings in this manual prior to handling. The wireless button housing is made up of 2 parts: a lower, and an upper. The upper housing is the portion which contains the actual button, as well as the battery. To separate the upper and lower housings, first remove the safety screw (See Figure 8). Then, twist the upper housing counterclockwise independent of the lower housing for about an 8th of a turn, or untill it cannot rotate farther. The 2 housings can then be easily pulled apart, and the battery holder will be accessible.

Figure 8
Accessing the battery of the wireless button.

3.5 Cameras

The companion cam is equipped with 2 cameras: 1 facing the interior of the vehicle, and 1 facing the exterior. Each camera has a wide view lens, and thus covers a large area. Take care not to obstruct either lens. The installation UI will assist in finding the optimal device position and angle with respect to the camera views.

Figure 9
Camera field of view.

3.6 companion Element & LEDs

Figure 10
Status LEDs.

Figure 11
companion Element: example configurations

The companion cam has 2 “status LEDs” located above the interior-facing camera, which will light up to indicate certain device functions. The top LED is related to connectivity, and the bottom LED is related to the camera. Note that the feature directly above the 2 status LEDs may look like a third LED, but it is actually an ambient light sensor (see Figure 10).

The companion element is the circular area on the right-hand side of the interior face of the companion cam. The different lighting configurations of this area will help indicate certain device functions and modes (some examples shown in Figure 11). The following table shows the different companion element & status LED configurations. Note that the shutdown process will show the same configurations as the start-up process, only in reverse order.

VISUAL	EXPLANATION	FUNCTION
	LEDs blinking white, companion off	Start up
	LEDs blinking white, companion loading blue	Start up
	Top LED blinking green, companion loading blue	Start up, connecting to LTE
	Top LED stable green, companion blue smile	Confirmed LTE connected

	Top LED stable green, companion logo on	Device on, not recording
	LEDs stable green, companion blue smile	Confirmed start recording
	LEDs stable green, companion logo on	Device on, recording
	LEDs blinking red and green, companion off	Power loss

	LEDs off, companion blinking orange	Hardware error, Call support hotline: 1 (888) 346-2604
	LEDs stable yellow, companion logo on, no ring	Only while wireless button is pressed
	LEDs stable green, companion loading blue	Device on, quick upload

3.7 Device Button

Figure 12
Device button.

There is a rectangular button located on the bottom face of the companion cam (see Figure 12). It has different functionality depending on the duration of the press.

- A short press will activate the “quick upload” feature. Note that this is only available while the device is ON.
- A longer press (greater than 3 seconds) will turn the device ON or OFF.

3.8 Mounting Tape

Figure 13
Mounting Tape.

The mounting bracket and wireless button come with a pad of double-sided adhesive on the bottom, which is used to bond to the vehicle. See “before installing” for cure times. The tape type is 3M VHB GPH-110GF. This tape is pressure-activated, meaning it will need to be pressed onto the vehicle with moderate pressure for about 30 seconds to form a proper bond. In the case of the companion cam: this pressure should be

applied to the top side of the baseplate, and care should be taken to ensure pressure is applied to the entirety of this surface. Try to smooth it out and remove any air bubbles between the tape and the glass. In the case of the wireless button, this pressure should be applied to the housing (not the button cap).

Note that the tape is meant for 1-use only. For example, if the baseplate is removed from the vehicle, a new baseplate or a new piece of tape will be required for another installation.

3.9 Cable positioning

Once the device has been properly setup, the power cable should be tucked away (Figure 14).

- For windshield mount: Tuck the cable up into the headliner (where it meets the windshield), then down behind the A-pillar trim, and finally around the side of the dash. Alternatively, the x5 provided cable clips can be used to route the cable along this same path, but without going behind any vehicle trim.

- For dash mount: Tuck the cable back where the dash meets the windshield, then around the side of the dash. This route can also be done via the provided cable clips, if desired.

Make sure the cable is not loosely hanging, where it could obstruct the driver or otherwise get in the way. For this, excess cable may have to be coiled and tied off, depending on the vehicle type (In the glove box, near the adaptor plug, up in the headliner, or anywhere else safe & convenient).

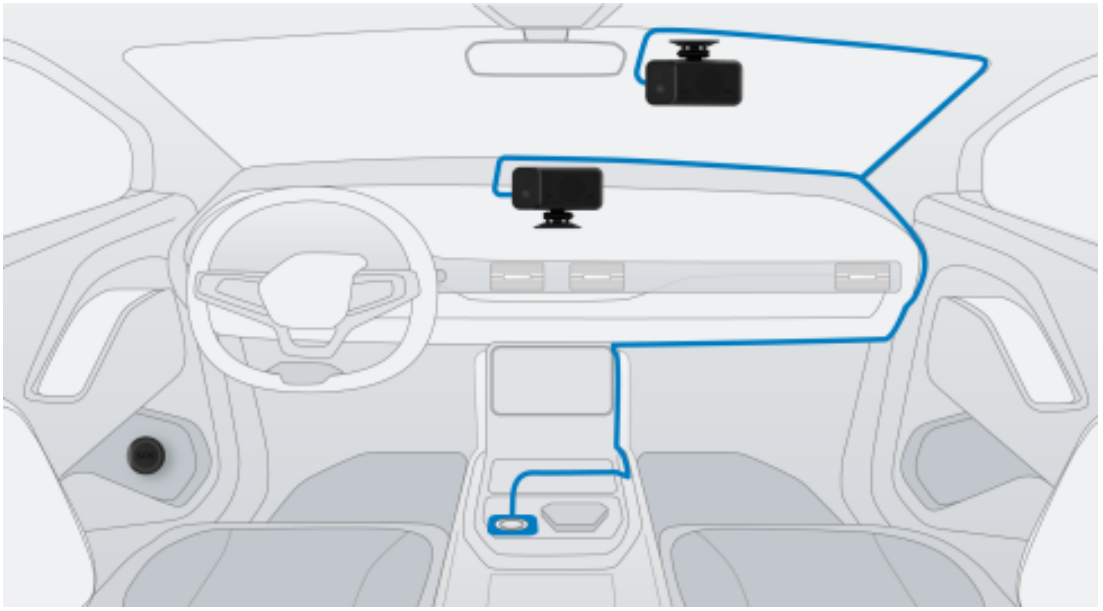

Figure 14
Cable routing.

3.10 De-Installation

If a re-installation is intended in the future: The companion cam can be removed by disconnecting the power cable and sliding it off the baseplate as described in section 3.3. The mounting bracket and power cable can both remain in vehicle if desired. This will make subsequent installations faster and easier.
If the device is to be permanently removed: Start with the above step and continue by removing the baseplate. This is most efficiently done with the provided removal tool, as shown in Figure 15. The tool has a flat side to wedge underneath the baseplate, and the opposite side is angled such that it is easily gripped to apply pressure.
Important: It is recommended that the user stands outside the vehicle when removing the companion cam, since this gives more leverage.

First, wedge the flat end of the prying tool between the vehicle's surface and the side of the baseplate. Then start applying forward pressure (parallel to the windshield surface), moving the removal tool towards the center of the baseplate

– it may help to wiggle the tool side to side during this process. Once the end of the tool has reached the center of the baseplate, you may try to slowly pry it off. If this is too difficult, continue moving the removal tool forward and try again. Take care not to scratch the windshield/dashboard in the process; and use an alcohol wipe or a cloth to clean off any glue residue remaining on the vehicle. If the residue is difficult to remove, it is recommended to use a citrus based adhesive remover to ease the process. Note that this process may be easier in warmer temperatures, which will help soften the tape.

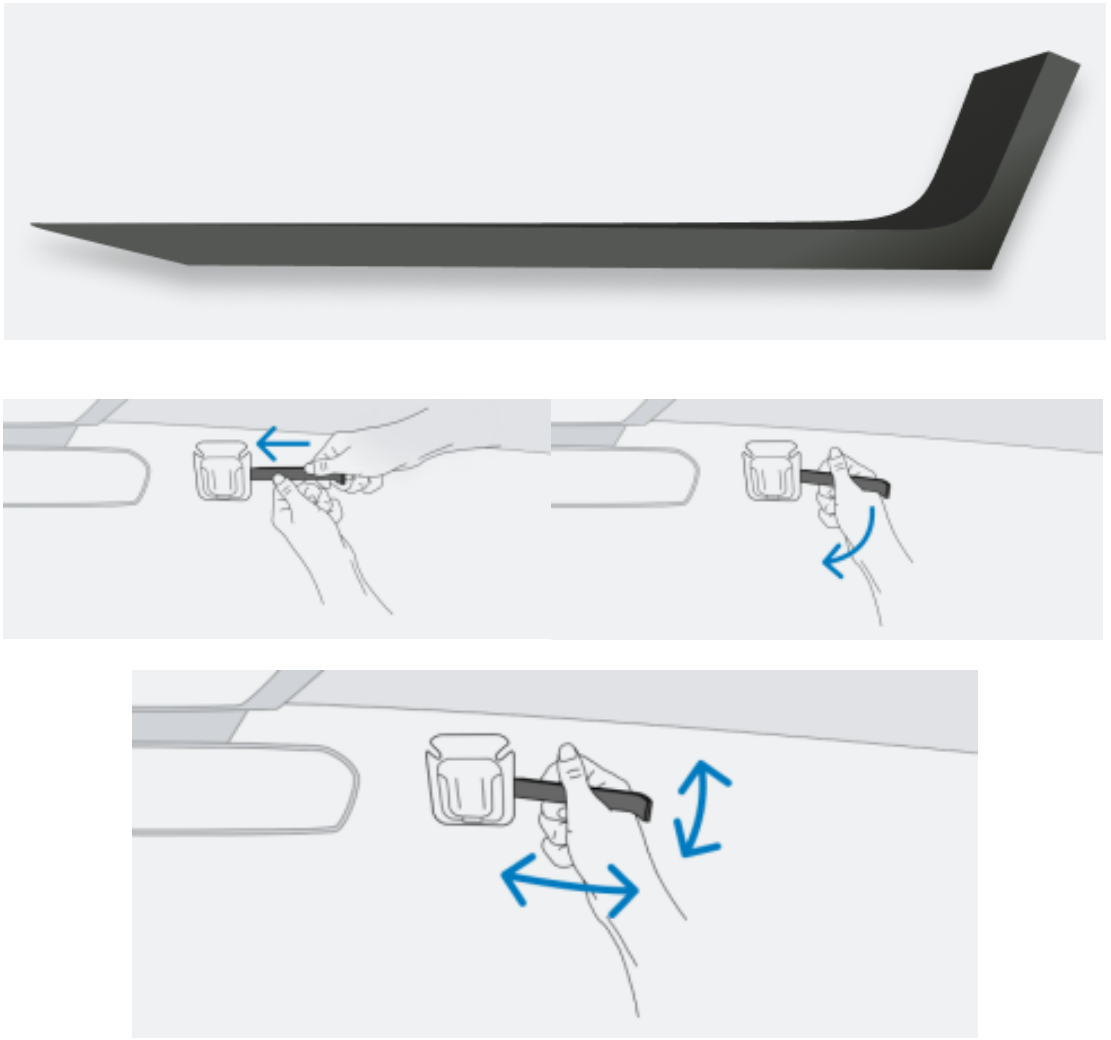

Figure 15
De-Installation. **Important:** It is highly recommended to stand outside the passenger door during the removal process.

4 Appendix

4.1 Cellular bands and power

Cellular bands and power EG95EX (EMEA)			
Mode	Freq MHz	EIRP dBm	EIRP W
LTE B1	1920	27.3	0.537
LTE B3	1710	27.3	0.537
LTE B7	2500	27.3	0.537
LTE B8	880	27.3	0.537
LTE B20	832	27.3	0.537
LTE B28	703	27.3	0.537

UMTS I	1920	28.3	0.676
UMTS VIII	880	28.3	0.676

CELLULAR BANDS AND POWER EG95EX (NA)			
MODE	FREQ MHZ	EIRP DBM	EIRP W
LTE B2	1850	27.3	0.537
LTE B4	1710	27.3	0.537
LTE B5	824	27.3	0.537
LTE B12	699	27.3	0.537
LTE B13	777	27.3	0.537

UMTS II	1850	28.3	0.676
UMTS IV	1710	28.3	0.676
UMTS V	824	28.3	0.676

CELLULAR BANDS AND POWER EG95EX (LATAM+ANZ)			
MODE	FREQ MHZ	EIRP DBM	EIRP W
LTE B1	1920	27.3	0.537
LTE B2	1850	27.3	0.537
LTE B3	1710	27.3	0.537
LTE B4	1710	27.3	0.537

LTE B5	824	27.3	0.537
LTE B7	2400	27.3	0.537
LTE B8	880	27.3	0.537
LTE B28	703	27.3	0.537
LTE B66	1710	27.3	0.537
UMTS I	1920	28.3	0.676
UMTS II	1850	28.3	0.676
UMTS V	824	28.3	0.676
UMTS VIII	880	28.3	0.676

4.2 FCC/IC 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, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
This device contains license-ex empt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-ex empt RSS(s). 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.
L'émetteur/récepteur exempt de license contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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/TV technician for help.
Changes or modifications made to this equipment not expressly approved by Robert Bosch GmbH may void the FCC authorization to operate this equipment.
CAN ICES-3 (B)/NMB-3(B)

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SO Support Hours:
M-F 8am-5pm CST
Support Hotline: 1 (888) 346-2604

ECall Service (wireless button/safety call):
24/7