

# ORBIT



## Product Manual

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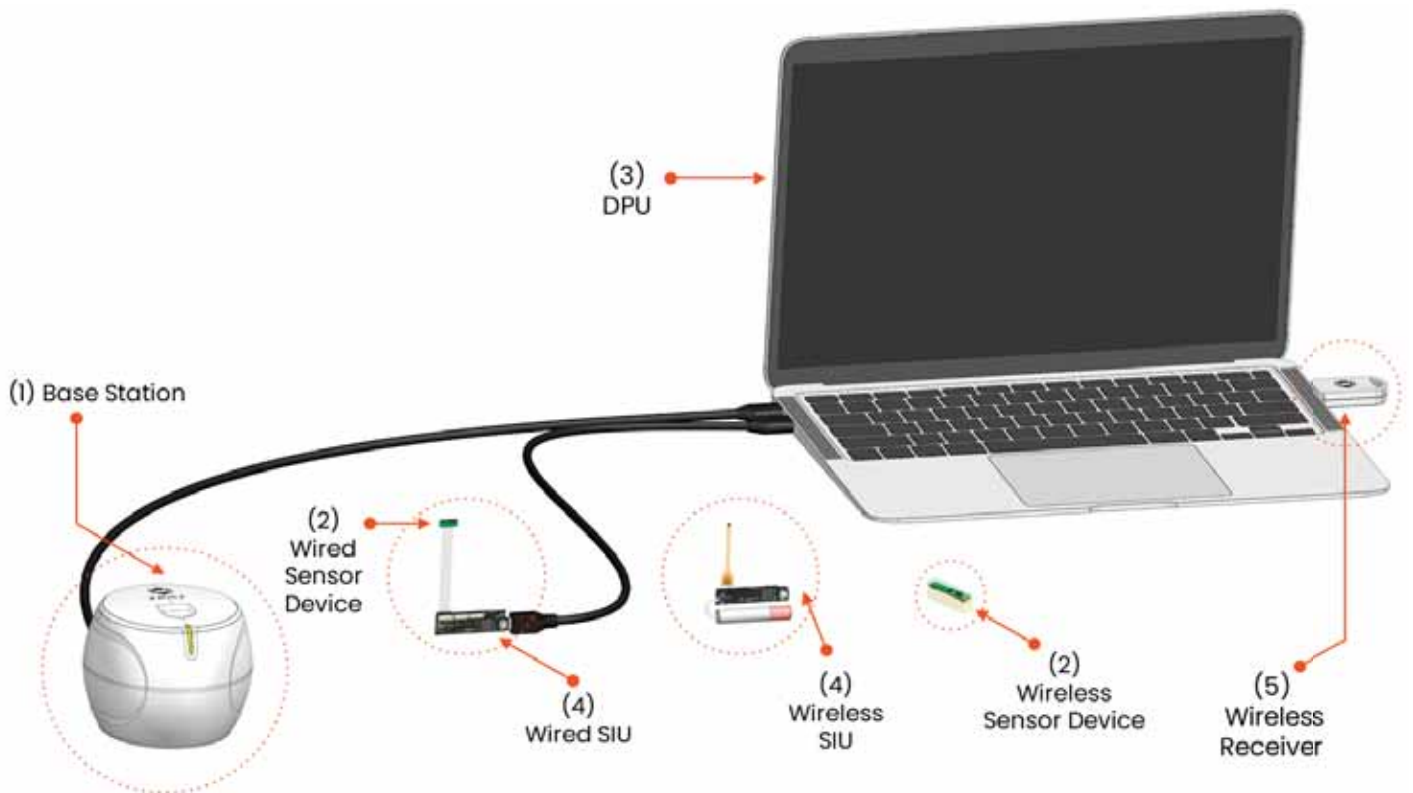
# System Overview

## Scope

- The Orbit Base Station is the only certified component referenced in this product manual; however, base station product functionality cannot be described without considering other system components.
- All sensors, SIUs, receivers and other Ommo Devices described in this document are pre-production, pre-certification prototype units.
- Certified Sensors & SIUs are forthcoming and will come with their own updated product manual.

# Introduction

- **ORBIT** is a permanent magnet-based 3D tracking system that outputs 6 degrees-of-freedom information (position & orientation) for each sensor device within its tracking volume, with submillimeter precision and accuracy
- The sensor devices can be embedded in tools of various form factors using our standard hardware or in a custom hardware design, using our reference designs and guidelines.



**Note: Refer to the next page for the definition of products shown above**

# Definition

1. **BASE STATION** is an unique magnetic signal source based on Ommo's patented permanent magnet mechanism. It is the origin of tracking coordinate system
2. **SENSOR DEVICE** consists one or more tracking units\*
  - 2-1. **TRACKING UNIT** is a construction where a set of N sensors, such as magnetometer and inertial measurement unit, are coupled to a rigid body. Each tracking unit produces a single, independent 3D point of measurement that corresponds to one computed output
3. **DATA PROCESSING UNIT** (DPU) is a computer that runs Ommo Service process that manages and communicates with hardwares and provides the client API. DPU is supplied by customers
4. **SENSOR-DEVICE INTERFACE UNIT** (SIU) samples, synchronizes, and transmits sensor device data to the data processing unit via wired or wireless connection.
5. **WIRELESS RECEIVER** (dongle) plugs into a DPU and receives wireless data from SIU(s) which are then processed by Ommo Service. One dongle can support multiple wireless SIUs simultaneously and many dongles can be used at a time to further increase the total number of wireless devices

\*Currently, all of Ommo's sensor devices have 1 tracking unit. Future products may include flexible sensor devices with multiple tracking units

Note: Refer to the "Product Guide" for more detailed information on the current product offerings at Ommo

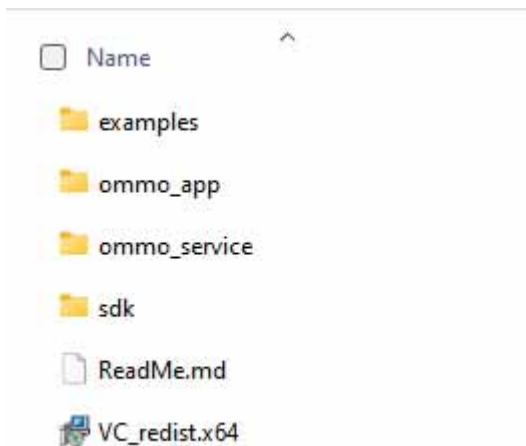
# Setup

**Note: Om mo system runs on Windows 10 and above. For battery -operated computers, ensure that the power cord is plugged in for computing power.**

## Software

**Step 1 |** Download the zip file (i.e om mo\_eval\_sdk.zip) from your google drive folder (Om mo Pilot Software & Documentation > SDK) or directly provided by Om mo

**Step 2 |** Unzip the file and save it to a directory of your choice. Folder structure should look as shown below



## Hardware

**Note:** Make sure your base station is *NOT sitting on ferrous metals* and that the tracking space is free from large ferrous objects.

**NOTE:** Starting with firmware V5004, the LED behavior of the base station and SIU has changed to comply with IEC 60601-1 guideline for indicator lights. The LED behavior is explained [here](#). To check the firmware version, refer to the troubleshooting/FAQ section [here](#)

**Step 1** | Unbox the kit that includes a base station and a custom USB-C to USB-A cable



**Step 2** | Plug USB-C into the **base station** and connect to the **DPU** (computer)



**Note:** The base station LED will show white with the firmware version starting with V5004 and will show blue with a firmware version before V5004. Refer to the LED Behavior for the base station [here](#)

**Step 3** | Connect **sensor device(s)** and **SIU(s)** to **DPU**

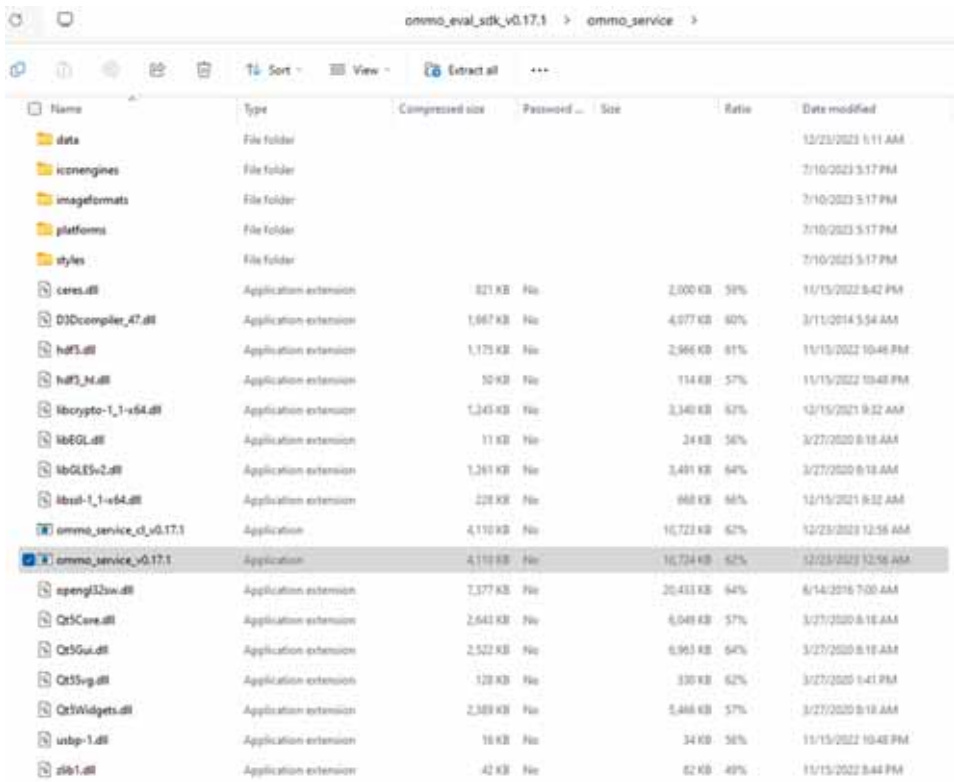
- Refer to the respective sensor device and sensor device interface unit (SIU) [here](#)

**Set up is now complete. Move to the next Section “Operation” to start tracking sensor devices**

# Operation

## Om mo Service

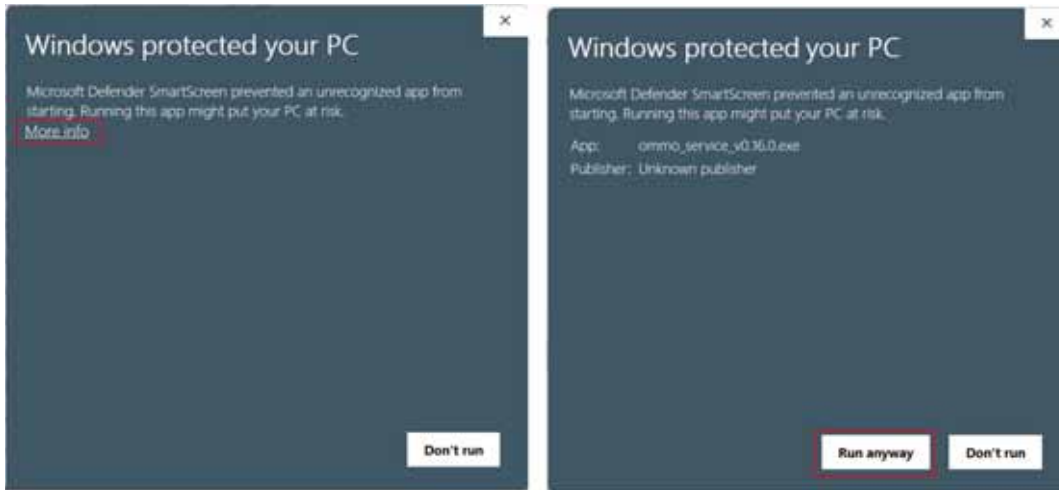
**Step 1** | Navigate to Om mo Service folder inside the SDK folder



| Name                  | Type                  | Compressed size | Password ... | Size      | Ratio | Date modified       |
|-----------------------|-----------------------|-----------------|--------------|-----------|-------|---------------------|
| data                  | File folder           |                 |              |           |       | 12/23/2023 1:11 AM  |
| iconengines           | File folder           |                 |              |           |       | 7/10/2023 5:17 PM   |
| imageformats          | File folder           |                 |              |           |       | 7/10/2023 5:17 PM   |
| platforms             | File folder           |                 |              |           |       | 7/10/2023 5:17 PM   |
| styles                | File folder           |                 |              |           |       | 7/10/2023 5:17 PM   |
| ceres.dll             | Application extension | 821 KB          | No           | 2,000 KB  | 58%   | 11/15/2022 8:42 PM  |
| D3DCompiler_47.dll    | Application extension | 1,667 KB        | No           | 4,077 KB  | 60%   | 3/11/2014 5:54 AM   |
| hdf5.dll              | Application extension | 1,175 KB        | No           | 2,966 KB  | 61%   | 11/15/2022 10:48 PM |
| hdf5_h.dll            | Application extension | 50 KB           | No           | 114 KB    | 57%   | 11/15/2022 10:48 PM |
| libcrypto-1_1-x64.dll | Application extension | 1,345 KB        | No           | 3,340 KB  | 67%   | 12/15/2021 9:32 AM  |
| libGL.dll             | Application extension | 11 KB           | No           | 24 KB     | 56%   | 3/27/2020 8:18 AM   |
| libGLEW32.dll         | Application extension | 1,261 KB        | No           | 3,491 KB  | 64%   | 3/27/2020 8:18 AM   |
| libssl-1_1-x64.dll    | Application extension | 228 KB          | No           | 668 KB    | 66%   | 12/15/2021 9:32 AM  |
| ommo_service_v0.17.1  | Application           | 4,110 KB        | No           | 10,723 KB | 62%   | 12/23/2023 12:58 AM |
| ommo_service_v0.17.1  | Application           | 4,110 KB        | No           | 10,724 KB | 62%   | 12/23/2023 12:58 AM |
| opengl32.dll          | Application extension | 7,377 KB        | No           | 20,433 KB | 64%   | 6/14/2016 7:00 AM   |
| Qt5Core.dll           | Application extension | 2,643 KB        | No           | 6,049 KB  | 57%   | 3/27/2020 8:18 AM   |
| Qt5Gui.dll            | Application extension | 2,522 KB        | No           | 6,963 KB  | 64%   | 3/27/2020 8:18 AM   |
| Qt5Svg.dll            | Application extension | 128 KB          | No           | 330 KB    | 62%   | 3/27/2020 8:41 PM   |
| Qt5Widgets.dll        | Application extension | 2,389 KB        | No           | 5,466 KB  | 57%   | 3/27/2020 8:18 AM   |
| usbip-1.dll           | Application extension | 16 KB           | No           | 34 KB     | 56%   | 11/15/2022 10:48 PM |
| zlib1.dll             | Application extension | 42 KB           | No           | 82 KB     | 49%   | 11/15/2022 8:44 PM  |

**Step 2** | Launch “om mo\_service” application

- Use latest available version (v0.17.1 or later)
- For the first time use, the following window may pop up. Click “More Info” and “Run Anyway”



- A command window will open. Do not close the window during use

```

C:\Users\...>
[2023-09-21 17:38:57.653] [Info] [main.cpp:main:225] [thread 24736] ommo_service version v0.16.0, alg version v0.34.29-1
7-g891a887-dirty
[2023-09-21 17:38:58.124] [Info] [main.cpp:main:253] [thread 24736] Loading splash screen
[2023-09-21 17:38:58.200] [Info] [BatchedLogger.cpp:ommo::BatchedLogger::Start:33] [thread 24736] Creating logging threa
d.
[2023-09-21 17:38:58.200] [Info] [ommoDataRouter.cpp:ommoDataRouter::Start:30] [thread 24736] Creating thread
[2023-09-21 17:38:58.200] [Info] [usbConnectionNotifier.cpp:USBConnectionNotifier::Start:59] [thread 24736] Creating USB
Notifier thread.
[2023-09-21 17:38:58.288] [Info] [usbConnectionNotifier.cpp:USBConnectionNotifier::RegisterWithOS:98] [thread 13740] Reg
istering for USB events.
[2023-09-21 17:38:58.218] [Info] [rpcOmmoServerManager.cpp:rpcOmmoServerManager::ServerThreadedFunction:121] [thread 191
84] Server listening on localhost:50051
[2023-09-21 17:38:58.218] [Info] [rpcGetConnectedDevicesServerCallData.cpp:rpcGetConnectedDevicesServerCallData::rpcGetC
onectedDevicesServerCallData:10] [thread 19184] CallData 0x1b85f0604f0 ready.
[2023-09-21 17:38:58.218] [Info] [rpcAddDataListenerServerCallData.cpp:rpcAddDataListenerServerCallData::rpcAddDataListe
nerServerCallData:10] [thread 19184] CallData 0x1b85f0604f0 ready.
[2023-09-21 17:38:58.218] [Info] [rpcAddDeviceChangeListenerServerCallData.cpp:rpcAddDeviceChangeListenerServerC
allData:10] [thread 19184] CallData 0x1b85f0604f0 ready.
[2023-09-21 17:38:58.218] [Info] [rpcOpenDataFrameListenerServerCallData.cpp:rpcOpenDataFrameListenerServerCallData::rpc
OpenDataFrameListenerServerCallData:14] [thread 19184] CallData 0x1b85f0604f0 ready.

```

- Om mo Service will open and **base station** LED will turn green (for ~V5004)/blue (for V5004~) while the unit is starting and being set up
- SIU(s) and base station will stay (for ~V5004)/blue (for V5004~) until data is requested by Om mo App or client app

**Note:** Refer to to the LED Behavior for base station [here](#)

## Om mo Service UI

You can check the list of connected and disconnected devices using the Om mo Service UI.

**Step 1** | Click on the Om mo icon on the right side of the Window task bar

- If the icon is not shown, click on the arrow button to show the hidden icons



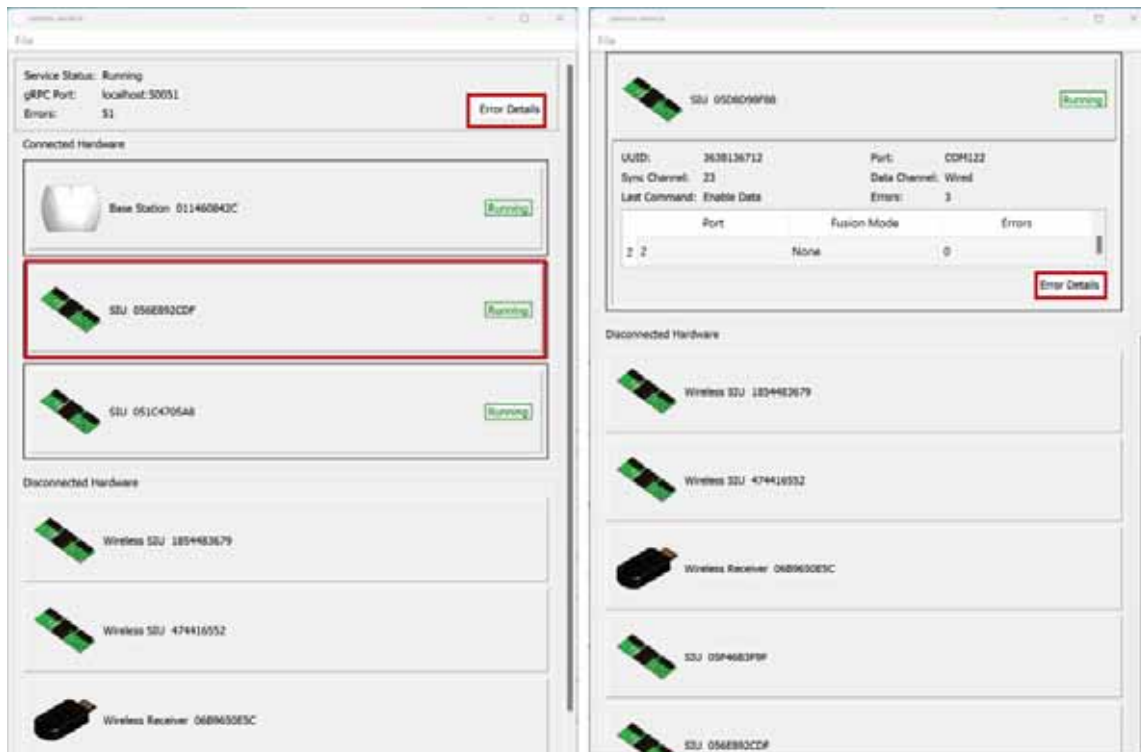
- You can see the status of Om mo Service and connected hardware devices

**Step 2** | Click on “Error Details” on the Om mo Service status box to see the details of the warnings/errors on Om mo Service

**Step 3** | Click on the box of the running device you want to check. and click on “Error Details” to see the details of the warning/errors on the device

In this example, you can see the detailed information about the SIU. You can also see that there’s a sensor connected on Port 2 of the SIU, with Fusion mode disabled.

**Note: If there’s a critical error with the device connected, UI will show “Error” instead of “Running”**



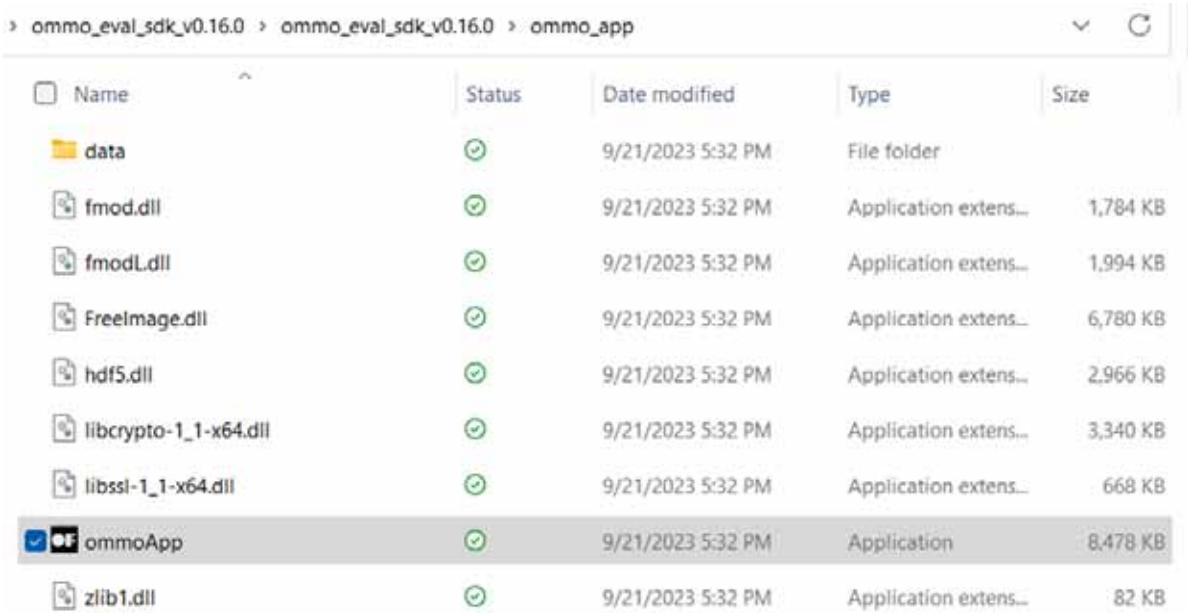
# Om mo App

## Step 1 | Launch Om mo App

Om mo App is an example application provided to showcase the provided om mo\_sdk and to get the user up and running with displaying tracking information from the system. Do not turn off the window com mand window while Om mo App is running.

**Note: For more detailed information on the software, refer to “Om mo App User Guide”**

Once Om mo service is running, navigate to the Om mo App folder in the SDK folder and launch “ommoApp”

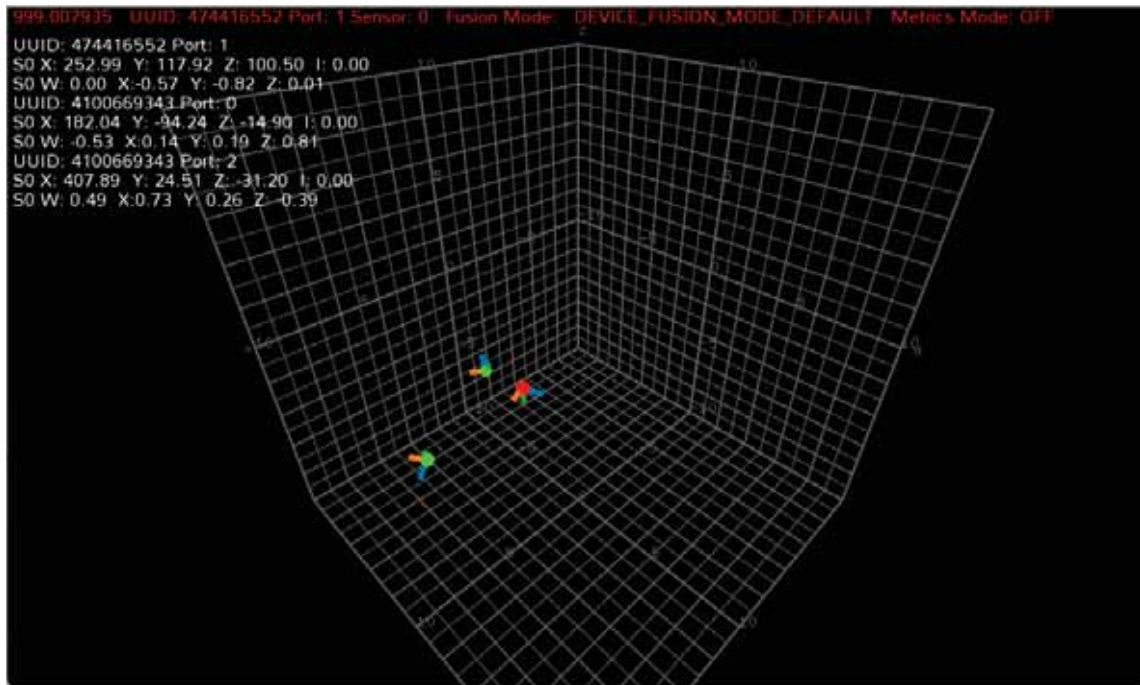


| Name                  | Status | Date modified     | Type                  | Size     |
|-----------------------|--------|-------------------|-----------------------|----------|
| data                  | ✓      | 9/21/2023 5:32 PM | File folder           |          |
| fmod.dll              | ✓      | 9/21/2023 5:32 PM | Application extens... | 1,784 KB |
| fmodL.dll             | ✓      | 9/21/2023 5:32 PM | Application extens... | 1,994 KB |
| FreeImage.dll         | ✓      | 9/21/2023 5:32 PM | Application extens... | 6,780 KB |
| hdf5.dll              | ✓      | 9/21/2023 5:32 PM | Application extens... | 2,966 KB |
| libcrypto-1_1-x64.dll | ✓      | 9/21/2023 5:32 PM | Application extens... | 3,340 KB |
| libssl-1_1-x64.dll    | ✓      | 9/21/2023 5:32 PM | Application extens... | 668 KB   |
| ommoApp               | ✓      | 9/21/2023 5:32 PM | Application           | 8,478 KB |
| zlib1.dll             | ✓      | 9/21/2023 5:32 PM | Application extens... | 82 KB    |

- The SIU LED may flash yellow (~v5004)/flash green (v5004~) while waiting for the base station to set up
- Once the base station has reached its operating speed:
  - the base station LED will turn white(~v5004)/green (v5004~) and start sending data to Om mo Service
  - the SIU LED should turn white(~v5004)/green (v5004) after it connects and will start sending data to Om mo Service
  - This should take less than 15 seconds

**Note: Refer to table for LED Behaviors of Base Station and SIU**

3D Tracking Screen is the first screen you see on Om mo App. This screen displays all connected devices and their associated sensors' real-time position and orientation information. The red line at the top shows the currently selected sensor's information (packet rate, SIU UUID, Port, Sensor #) along with the available tracking and measurement modes.



**When you are done tracking, close Om mo Service and the base station will stop running and the LED will return to blue (~v5004)/white (v5004~)**

**NOTE: Starting with Firmware V5004, the LED behavior of the base station and SIU has changed to comply with IEC 60601-1 guideline for indicator lights. For devices with firmware before V5004, refer to pages [here](#). To check the firmware on the device, refer to [troubleshooting/FAQ guide here](#)**

## Base Station LED Behavior

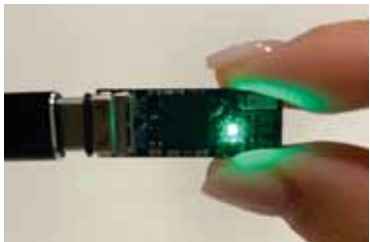
| Base Station LED Behavior From V5004 |                                                                                     | Status                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Green Fade                           |    | Base station has reached its operation speed and is sending data to Om mo Service                                                                                                                                                                                                                                        |
| White                                |   | Idle Mode<br>Base Station is powered on, magnet not spinning, USB Port Not Open                                                                                                                                                                                                                                          |
| Dark Blue                            |  | Connected Standby Mode<br>Base station is ready to receive commands from software. Base station will stay in this state until sensor device data has been requested by a client from the service (i.e starting Om mo App). <b>If there is no sensor or SIUs attached, Om mo Service will not start the base station.</b> |
| Purple                               |  | Base station has detected a new wireless SIU/sensor device and is working to set the device up.                                                                                                                                                                                                                          |
| Orange Flash                         |  | Error<br>Unrecoverable firmware error/hardware fault<br><b>Refer to <a href="#">Troubleshooting</a></b>                                                                                                                                                                                                                  |

**NOTE: Pictures below do not fully capture the color of the LED. Colors look more vibrant and true to the colors listed.**

## SIU LED Behavior

| SIU LED Firmware From V5004 |                                                                                     | Status                                                                                                                                                                                                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Green Fade                  |    | SIU is operating normally and sending data<br>Wired SIU: LED turns from Solid Green to Green Fade.<br>Wireless SIU: Green Fade.                                                                                                                                                              |
| White                       |    | Idle Mode<br>SIU is powered on. Connection to base station lost/no base station found                                                                                                                                                                                                        |
| Dark Blue                   |   | SIU is connected to Omomo Service via a wired connection and the port is opened. No data transmission at this stage (No sensors attached and set up cannot be completed; data has not been requested by Omomo App/client)                                                                    |
| Purple                      |  | Wireless communication mode to base station<br>SIU is setting up a wireless connection with the base station                                                                                                                                                                                 |
| Green Flash                 |  | No synchronization between the base station and SIU/sensor device. (No base station; base station is not running; base station synchronization signal is not received)<br>If SIU is operating in wireless mode, losing synchronization for 0.5s will return SIU to discovery mode (Blue LED) |
| Orange Flash                |  | Error<br>Unrecoverable firmware error/hardware fault<br><a href="#">Refer to Troubleshooting</a>                                                                                                                                                                                             |

| Base Station LED Behavior Prior to V5004 |                                                                                     | Status                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Blue,<br>Fade                            |    | Base station is powered on                                                                                                                                                                                                                                                                                                            |
| Green,<br>Fade                           |    | Base Station is successfully connected to Om mo Service. Base Station is in idle/set up state.<br><br>Base station will stay in this state until sensor device data has been requested by a client from the service (i.e starting Om mo App). <b>If there is no sensor or SIUs attached, service will not start the base station.</b> |
| White,<br>Fade                           |   | Base station has reached its operation speed and is sending data to Om mo Service                                                                                                                                                                                                                                                     |
| Yellow,<br>Solid                         |  | Base station has detected a new wireless SIU/sensor device and is working to set the device up.                                                                                                                                                                                                                                       |
| Red,<br>Flash                            |  | Error<br>Unrecoverable firmware error/hardware fault<br><b>Refer to <a href="#">Troubleshooting</a></b>                                                                                                                                                                                                                               |

| SIU LED Firmware Prior to V5004 |                                                                                     | Status                                                                                                                                                                                                                                                                                        |
|---------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Blue,<br>Fade                   |    | Discovery Mode. Connection to base station lost/no base station found; SIU is powered on and in idle state<br>Wired: port not opened<br>Wireless: wireless discovery to find a base station                                                                                                   |
| Purple,<br>Solid                |    | Wireless communication mode to base station<br>SIU is setting up wireless connection with the base station (corresponding base station LED is yellow)                                                                                                                                         |
| White                           |   | Sending data normally<br>Fade: wireless mode<br>Solid: wired mode                                                                                                                                                                                                                             |
| Green,<br>Fade                  |  | SIU is connected to Om mo Service via wired connection and port is opened. No data transmission at this stage (No sensors attached and set up cannot be completed; data has not been requested by Om mo App/client)                                                                           |
| Yellow,<br>Flash                |  | No synchronization between base station and SIU/sensor device. (No base station; base station is not running; base station synchronization signal is not received)<br>If SIU is operating in wireless mode, losing synchronization for 0.5s will return SIU back to discovery mode (blue LED) |
| Red,<br>Flash                   | -                                                                                   | Error<br>Unrecoverable firmware error/hardware fault<br><a href="#">Refer to Troubleshooting</a>                                                                                                                                                                                              |

# Connecting Sensor Device and SIU

To understand which page of the guide to follow, refer to the item description included in the packing list.

There are 3 types wire connections offered by Ommo: Micro SD, Mezzanine, and JST.

The item description includes the connection. For example:

**MICRO SD CONNECTION:** 11528, ASM, MMC5983 **MICRO SD** 6 C WITH SHIELD TPE 1.25M

**MEZZANINE CONNECTION:** 12042, ASM, MMC5983 **MEZZANINE** WITH 30MM JUMPER CABLE

**JST CONNECTION:** 11573, ASM, MMC5983 + IMU, 8P **JST** FUSION BOARD



Ommo Technologies, Inc.

Packing list: SO-

Created: 2023-06-30

Customer:

Shipment deadline:

Bill to:

Ship to:

Items picked on

Tracking nr:

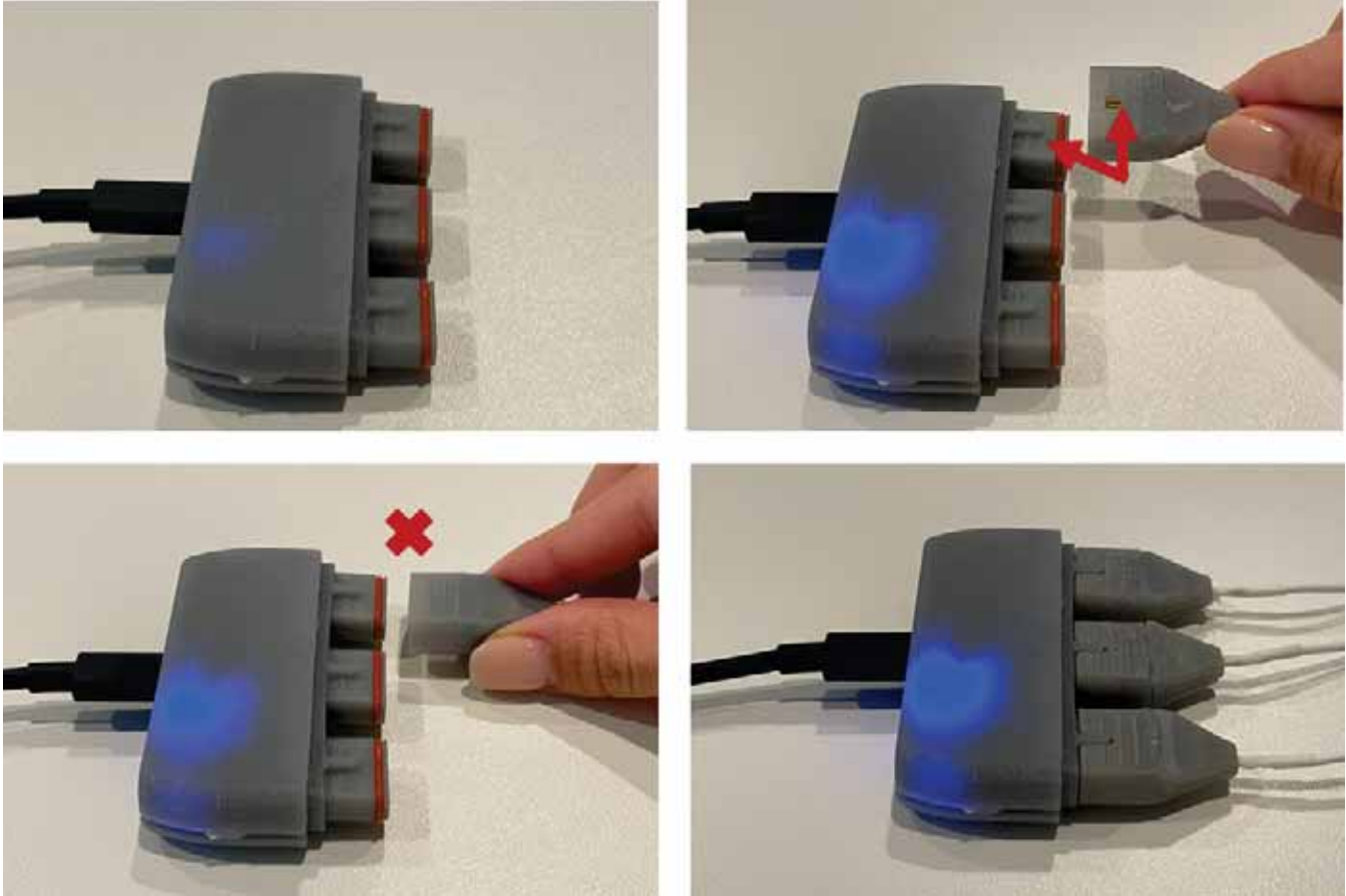


|   | Item                                                                                                         | Quantity |
|---|--------------------------------------------------------------------------------------------------------------|----------|
| 1 | [10224] 10224, BASE STATION KIT                                                                              | 1 pcs    |
| 2 | [10208] 10208, ASM, SIU HOUSING ASSEMBLY FOR 10322 & MMC5983                                                 | 1 pcs    |
| 3 | [11528] 11528, ASM, SENSOR HOUSING ASSEMBLY FOR MMC5983 MICRO SD 6 CONDUCTOR WITH SHIELD TPE CABLE ASM 1.25M | 4 pcs    |
| 4 | [10535] 10535, OMMO CUSTOM USB-C TO USB-A CABLE, 2M                                                          | 1 pcs    |

## Micro SD Connection Sensors + SIU

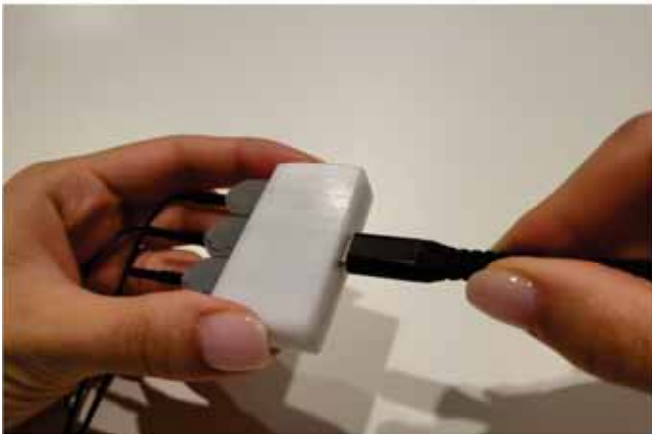
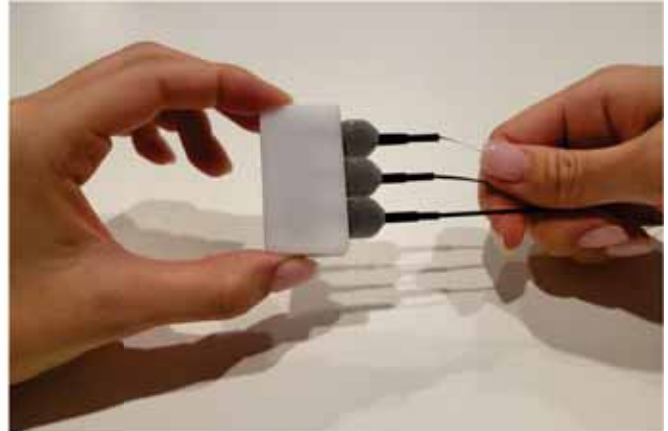
- Plug USB-C into the **SIU** and connect to the **DPU**
- Plug a Micro SD **sensor device** into the **SIU**. Follow the guidance feature (notch) on the sensor plug board for the correct side up (Top right picture)
- Repeat the process to connect multiple sensor devices

### New Micro SD SIU with Universal Plug Interface

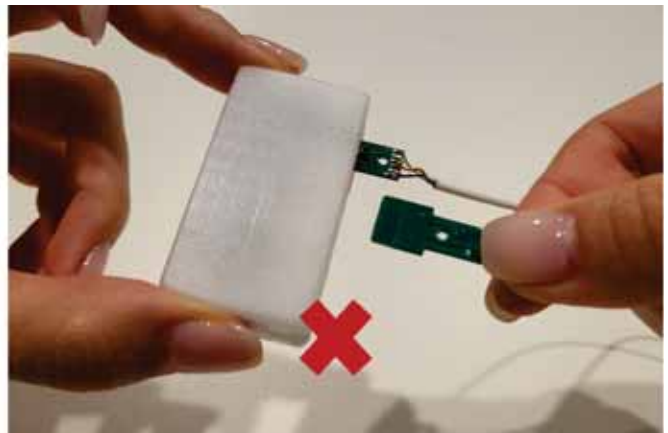
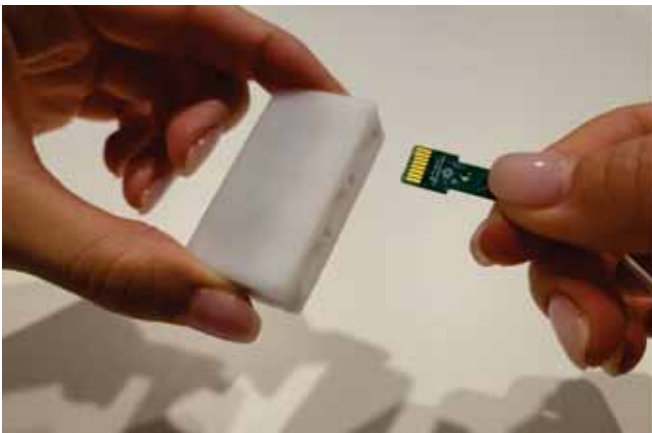


**Note: Pictures above shows the device with v5002. For devices with v5004 and higher, LED will show white when plugged in and in idle mode.**

## Legacy Micro SD SIU

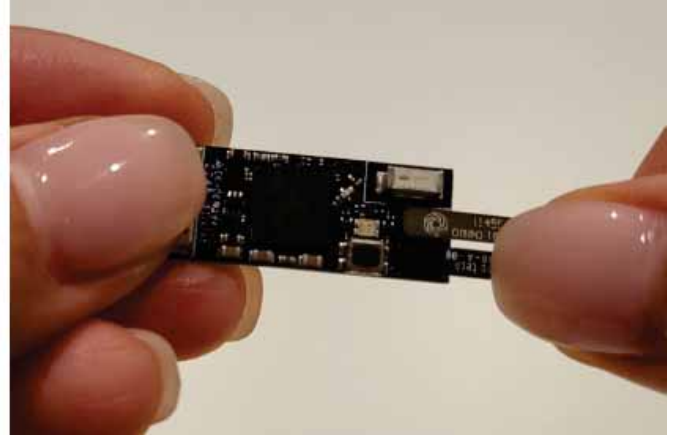
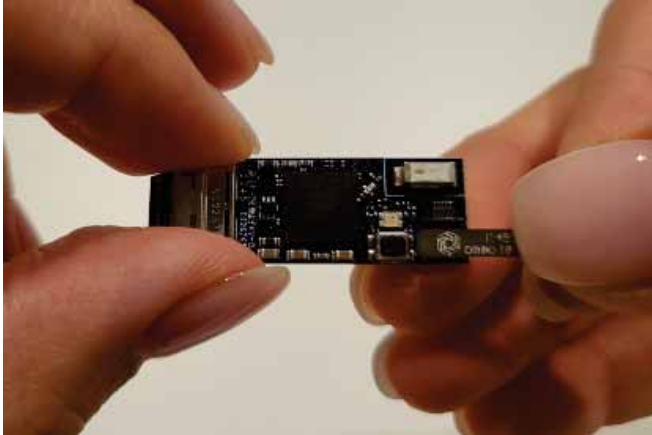


**Note: If the sensor plug board does not have housing, refer to the picture below to ensure the correct side up**



## Mezzanine Connection Sensors + SIU

- Plug **Mezzanine Sensor** into the **SIU**
- Repeat the process to connect multiple sensor devices (refer to the Product Guide for the number of ports supported)

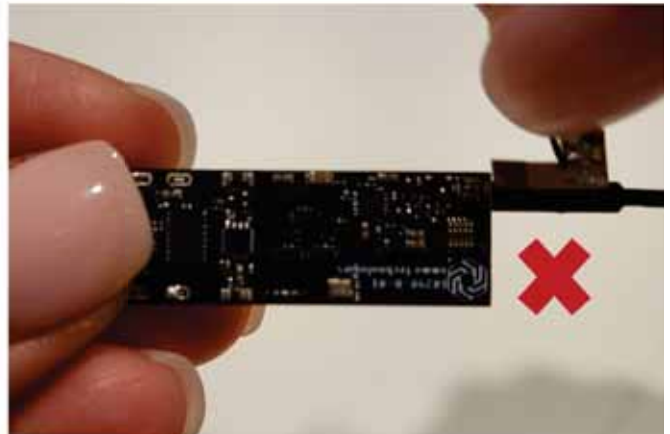
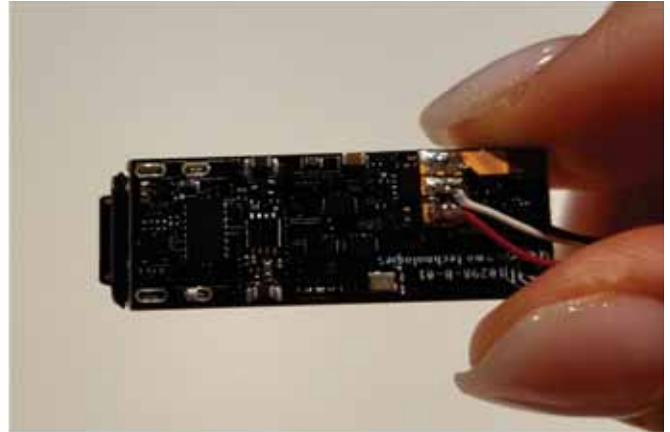
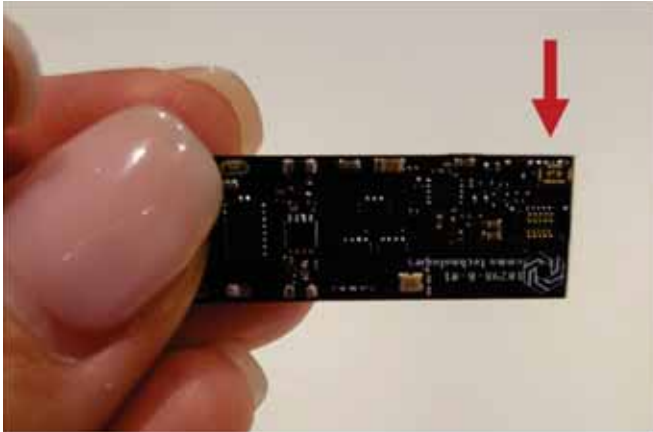


- For **wired connection** to DPU: Plug USB-C into the **SIU** and connect to the **DPU**

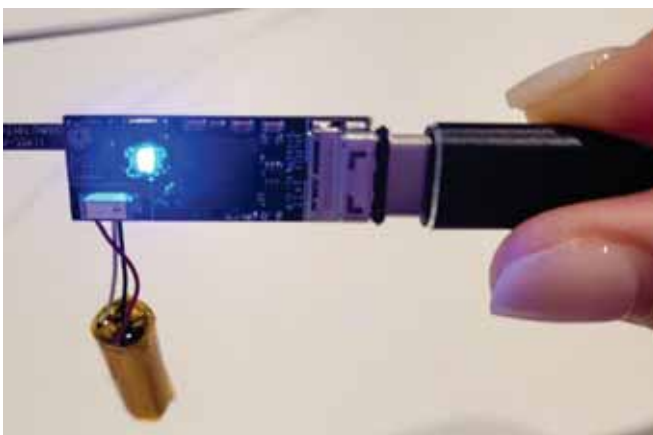


- For **wireless connection** to DPU: plug **10631 battery** into the SIU and connect the **10102 Wireless Dongle** to the DPU

**WARNING: Battery can be plugged in both directions but *MUST BE* connected as shown in the top right picture. Plugging in the wrong direction can *DAMAGE* the device.**

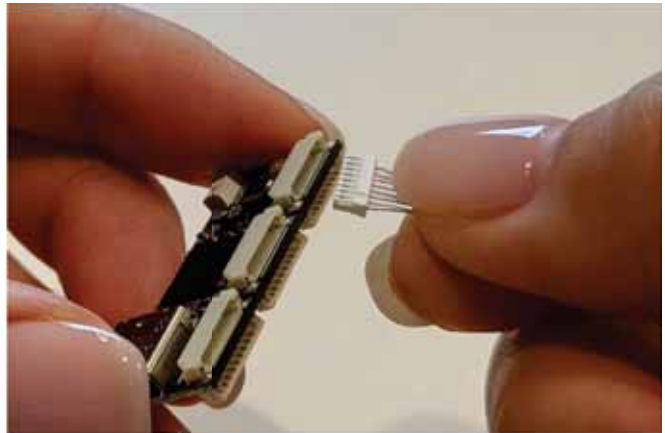
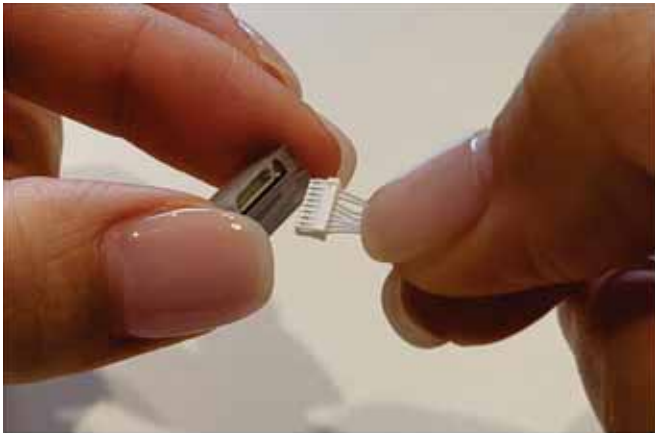


- To **charge the battery**, plug in USB-C while the battery is attached to the **SIU**. Currently, there's no LED behavior for charging the **10631 battery**. LED will remain blue



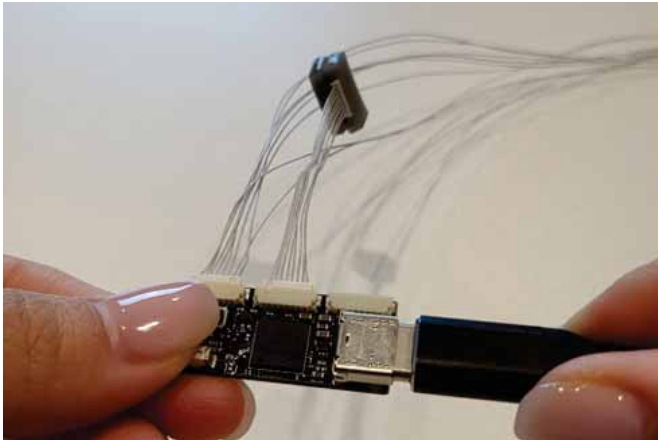
## JST Connection Sensors + SIU (Legacy Product)

- Plug a connection cable into the **JST Fusion Sensor Unit**
- Plug the other end of cable into the **SIU**
- Repeat the process to connect multiple sensors to the SIU (up to 6 sensors)

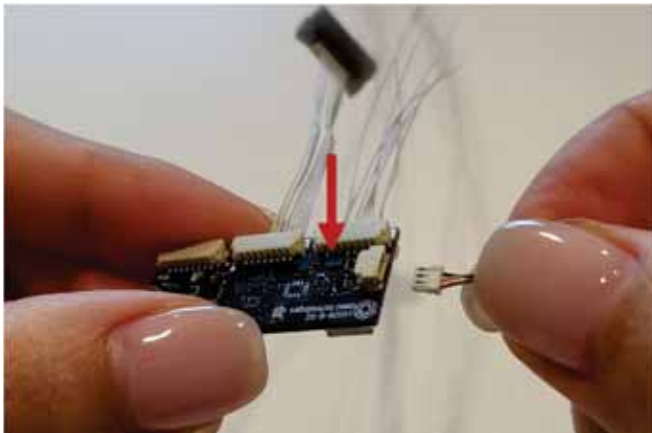


**Note: Ensure that the header is the correct side up as shown in top right**

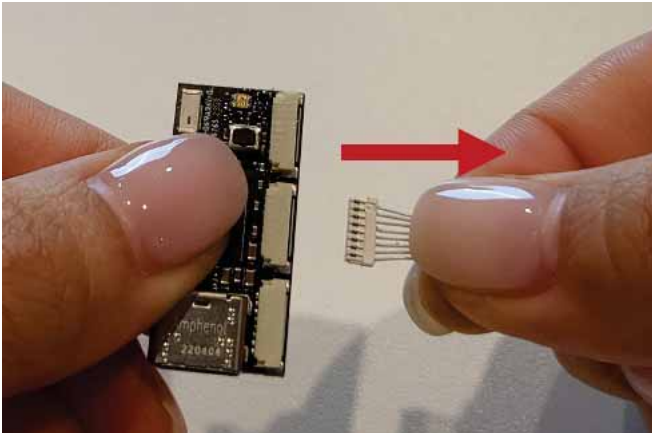
- For **wired connection** to DPU: plug USB-C into the **SIU** and connect the USB cable to the **DPU**



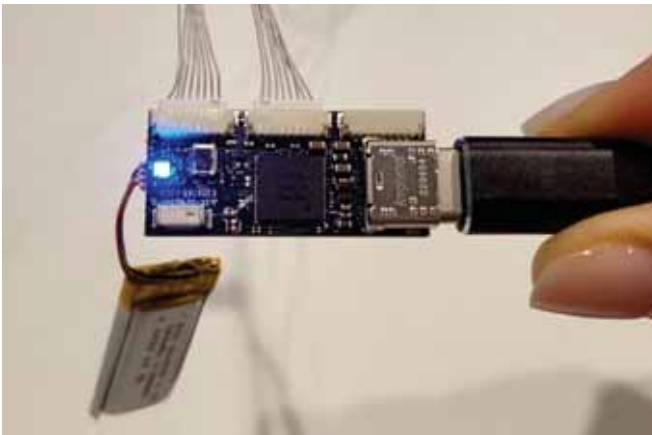
- For **wireless connection** to DPU: plug **10532 battery** into the SIU and connect the **10102 Wireless Dongle** to the **DPU**
- To **turn on** the **SIU**, press on the button shown below. **SIU** will flash blue once turned on. To **turn off** the **SIU**, hold the button and the LED will turn off



- To **disconnect the cable** from **sensor device** and **SIU**, hold on to all the wires close near the header and gently pull

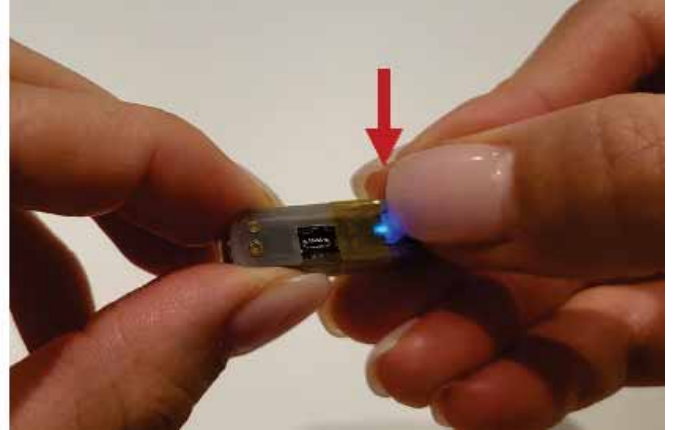


- To **charge the battery**, plug in USB-C while the battery is attached to the **SIU**. Currently, there's no LED behavior for charging the **10532 battery**. LED will remain blue

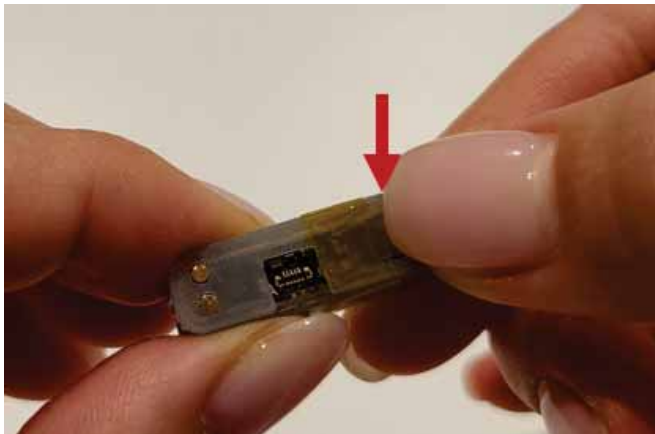


## Mini Wireless

- This device has a built-in SIU and does not require a separate SIU connection
- Insert **10102 Dongle** (Wireless Receiver) to the **DPU**
- To **turn on** the device, press the button located at the bottom of the device. The LED will turn blue



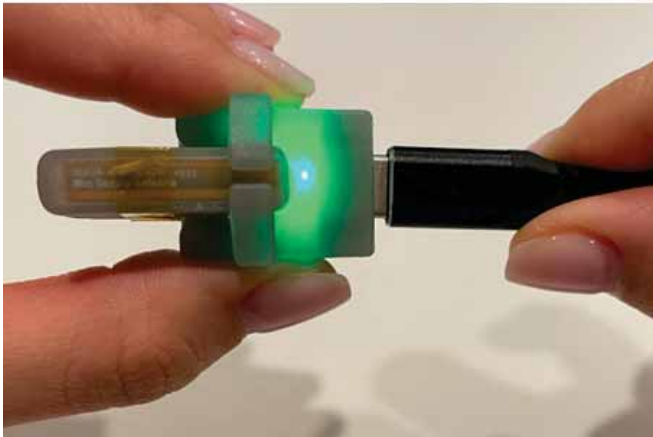
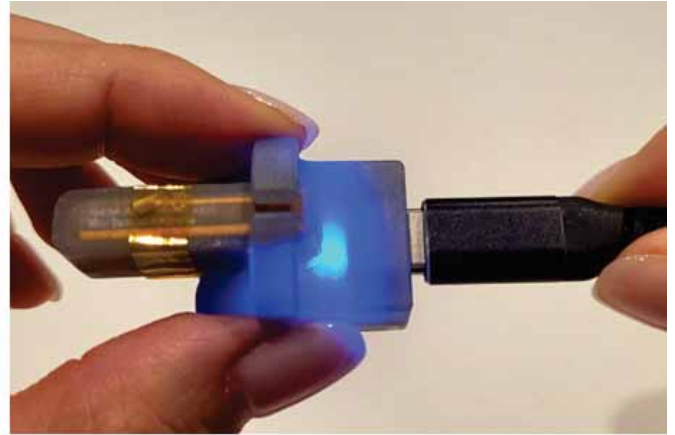
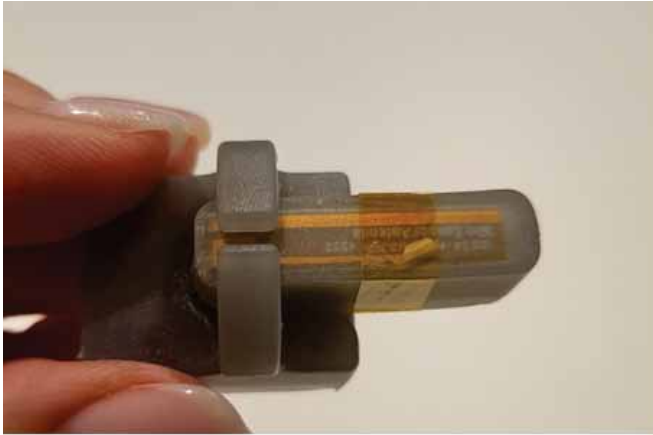
- To **turn off** the device, hold on the button until the light turns off



**Note: Pictures above shows the device with v5002. For devices with v5004 and higher, LED will show white when turned on and in idle mode.**

To charge the device, insert the sensor device with the two circle contacts side down into **10474 Mini Wireless Charger**

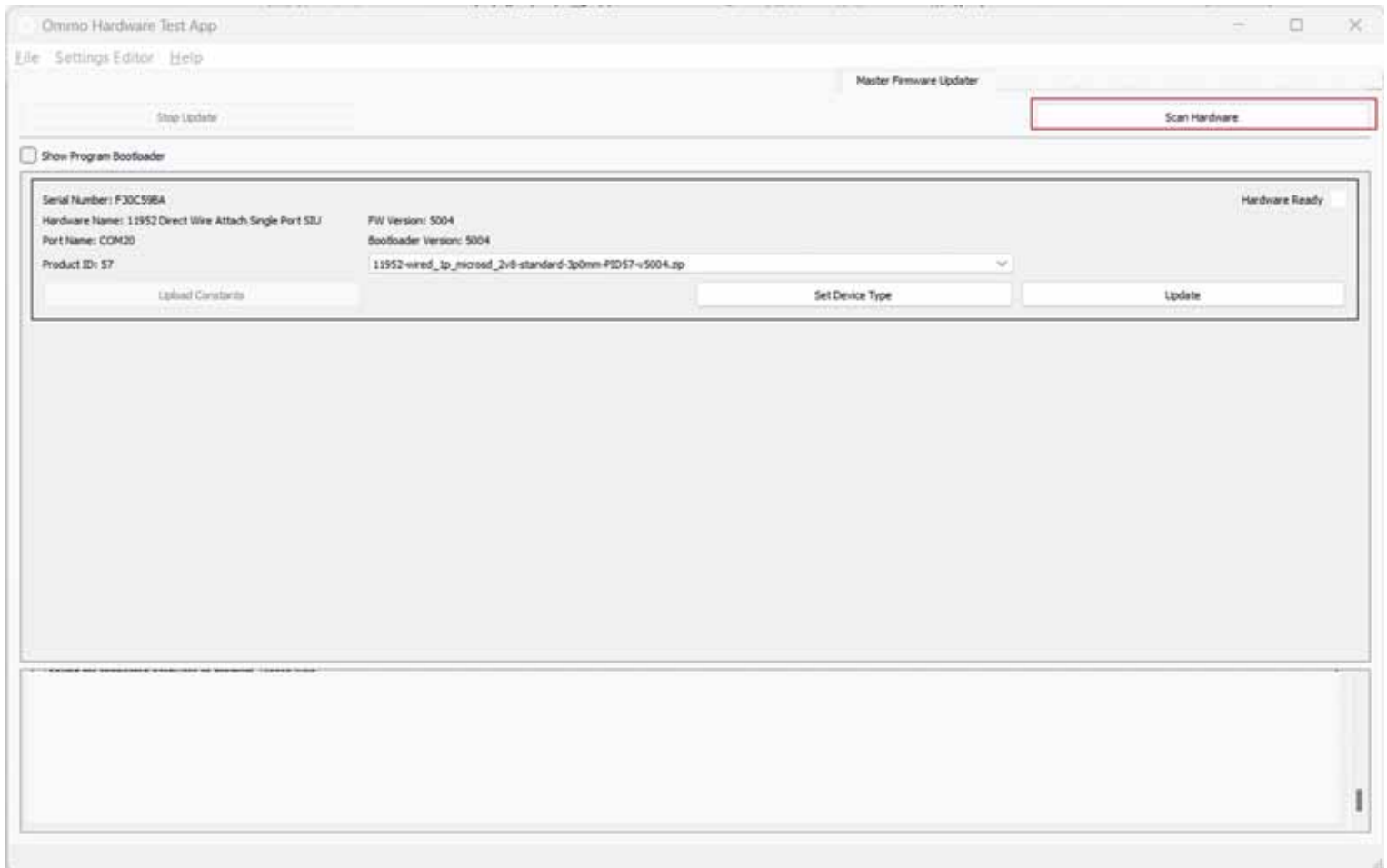
- Plug in USB-C to the charger and the LED will turn blue. Once charging is complete, LED will turn green



## Troubleshooting/FAQs

### Q1: How do I check the firmware version of my hardware?

A: Plug in the hardware devices and open Omno Firmware Updater. At the Master Firmware Updater tab, click “Scan Hardware”. This will show all the connected hardware and their firmware version. For specific details on how to use this app and update the firmware, refer to the Firmware Updater Guide. Note to update the firmware to v5004 or higher, firmware\_updater v2.1.10 or higher needs to be used.



### Q2: My hardware (SIU/base station) LED is flashing red (firmware lower than V5004)/orange (firmware from V5004 and on). What does this mean and what do I do?

A: Make sure your base station is **NOT sitting on ferrous metals** and that the tracking space is free from large ferrous objects.

If the hardware is away from ferrous metals and the LED turned red/orange after starting OmMo Service, unplug and replug the hardware. Restart OmMo Service again and share the crash report with OmMo team for further support.

**Q3: My hardware (SIU/base station) LED is fading green (firmware lower than v5004 only). My base station LED is blue and my SIU is flashing green (firmware from V5004 and on) What does this mean and what do I do?**

A: Base station and SIU are both connected to OmMo App but are not actively sending data. Check to see if a sensor device is attached and present on OmMo App. Base station and SIU LED will turn white (~V5004)/green (V5004~) when they are sending data normally.

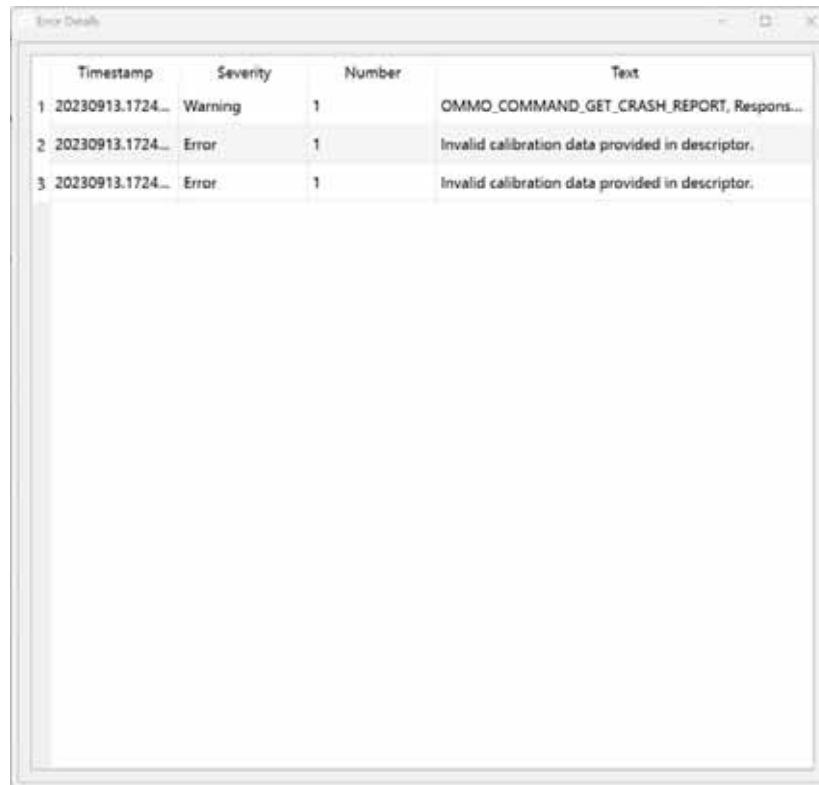
**Q4: I connected sensor devices to the SIU but they are not shown on the OmMo App. How do I troubleshoot?**

A: OmMo recommends using OmMo Service UI to understand the details of the error

- Check on the LED color of the base station and SIU. Their behavior is explained in a table here: [Base Station and SIU](#)
- Open up OmMo Service UI and click on the interested connected device
- If there are errors shown, click on "Error Details"



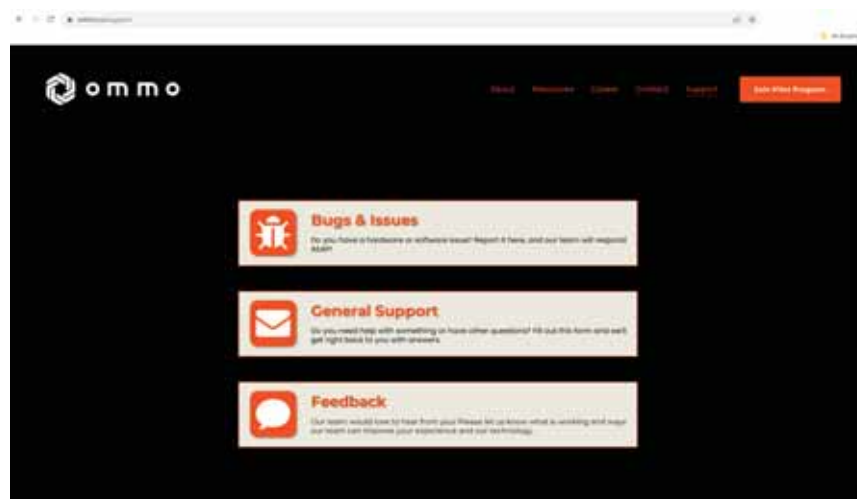
- Error details show the details of the error and when it happened.
- If the following error, “invalid calibration data provided in descriptor” is displayed, your sensor devices need to be re-calibrated/updated. Please contact Ommo team (refer to Q5 below)

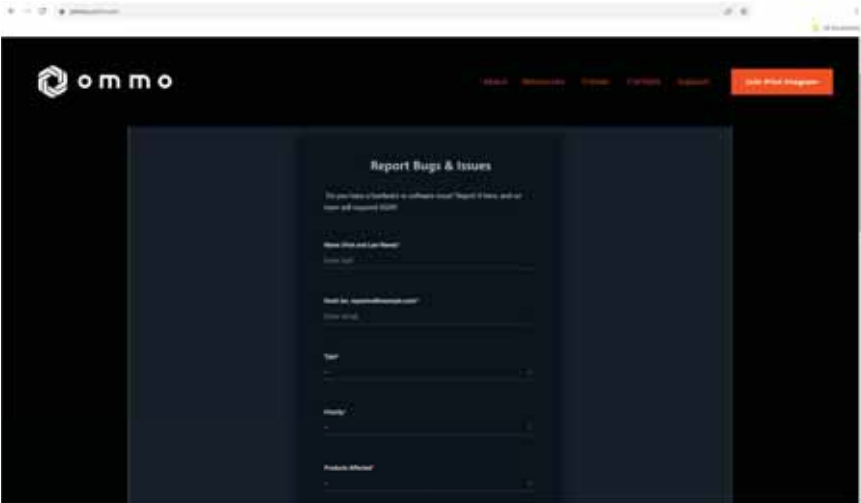


|   | Timestamp        | Severity | Number | Text                                             |
|---|------------------|----------|--------|--------------------------------------------------|
| 1 | 20230913.1724... | Warning  | 1      | OMMO_COMMAND_GET_CRASH_REPORT, Respons...        |
| 2 | 20230913.1724... | Error    | 1      | Invalid calibration data provided in descriptor. |
| 3 | 20230913.1724... | Error    | 1      | Invalid calibration data provided in descriptor. |

**Q5: My error is not listed in this guide and I need additional help. How do I contact Om mo team for support?**

A: Go to **om mo.co/support** and fill out a ticket. Please share detailed description/picture/videos/screenshot of the issue you're experiencing (i.e LED behavior, error details on Om mo Service UI, service logs) to help us understand better. You can find the service log text file in the data folder in the om mo service file. (Refer to the 3rd picture below)





ommo\_eval\_sdk\_v0.16.0 > ommo\_eval\_sdk\_v0.16.0 > ommo\_service > data

| <input type="checkbox"/> Name                                                                                                             | Status                                                                            | Date modified     | Type          | Size |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------|---------------|------|
|  Hardware                                                |  | 9/21/2023 5:32 PM | JSON File     | 1 KB |
| <input checked="" type="checkbox"/>  log-20230921-173605 |  | 9/22/2023 1:52 PM | Text Document | 2 KB |
|  ommo_props                                              |  | 9/21/2023 5:36 PM | JSON File     | 1 KB |

## Disclaimers/ Legal

The Orbit Base Station and other orbit system components are not medical devices.

### FCC Regulatory 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.

changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

### RF Exposure Compliance

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance 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.