



## Frequently Asked Questions

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**Q1: Where can I purchase the Segway miniPRO?**

A: Please visit us at [www.segwayminipro.com](http://www.segwayminipro.com) for information about where you can purchase the miniPRO.

**Q2: Is the miniPRO a Segway or Ninebot product?**

A: Both. Segway Inc. was purchased by Ninebot Limited in April 2015. The expanded company focuses on the research and development, manufacturing, sales and service of its combined line of short-distance personal transporter products.

**Q3: What mobile device can I use to connect the miniPRO to the Ninebot by Segway App?**

A: Use your Android (4.3 or above) or iOS (5 or above) mobile device to install the *Ninebot by Segway* mobile app for the miniPRO. You may access the app by scanning the QR code in your User Manual or download it from the Apple iOS App Store or Google Play Store – simply search “Ninebot” or “Segway.”

**Q4: Once the Ninebot by Segway mobile app has been downloaded and paired with my miniPRO, how can I use the app?**

A: Once activated, the Ninebot by Segway App will take the rider through a *New Rider Tutorial*. The mobile app provides a dashboard similar to that of a car, allows the rider to steer the miniPRO remotely, customize the device and light settings, lock and activate the anti-theft alarm, provide software updates for the miniPRO, access to customer services, social community, troubleshooting, tips and more.

**Q5: How does the New Rider Tutorial work?**

A: The rider must first download and activate the device through the *Ninebot by Segway* miniPRO mobile app. Then the Tutorial will direct the rider through step-by-step instructions to learn to ride the miniPRO in 5 minutes or less. The miniPRO will not exceed a speed of 4.3 mph until the tutorial has been completed. Once a rider completes the tutorial, the miniPRO’s top speed will increase, but will be limited to 6.2 mph. However, the rider may disable this speed limiter once the miniPRO has traveled at least 0.6 miles, to enjoy higher speeds up to 10 mph.

**Q6: How does the miniPRO’s remote control feature work?**

A: The mobile app remote control feature allows the miniPRO to be driven in remote control mode with complete control over its speed and turning radius. For your safety, a rider should never be on the unit while it is being remotely controlled. The miniPRO's remote control mode has a range of 30 to 50 feet and default speed of 3.1 mph (the speed setting may be changed in the app).

**Q7: Are there any miniPRO rider requirements?**

A: Yes, for safety reasons we recommend the following:

- ✓Always wear a high quality, approved bicycle or skateboard helmet that provides protection for the front and back of the head while.
- ✓Always make sure your helmet fits properly with the chinstrap secured at all times.
- ✓The miniPRO is designed for riders ages 16 to 60 years old.
- ✓The miniPRO is designed to accommodate riders weighing 80 to 185 pounds (the miniPRO is not designed to accommodate riders outside of the specified weight range.)

**Q8: Is it easy to learn how to ride the miniPRO?**

A: Yes, but riders must complete the Training Tutorial in the *Ninebot by Segway* miniPRO app in 5 minutes or less. Segway recommends that riders practice riding in safe conditions in order to master their riding skills.

**Q9: What type of material is the miniPRO made of?**

A: The miniPRO's frame is constructed with an aircraft-grade magnesium alloy, which is a lightweight and strong structural material that allows for high load-carrying capability and maximum shock absorption.

**Q10: How tall is the miniPRO and how much does it weigh?**

A: The miniPRO is compact at minimum height of just 2 feet and weighs only 28 pounds. It can easily fit inside any car, be carried up stairs or lifted over obstacles.

**Q11: Can the Knee Control Bar be adjusted to accommodate riders of different heights?**

A: Yes, the miniPRO's Knee Control Bar may be adjusted to approximately 2-3 feet to ensure a rider's optimal comfort and control of the miniPRO.

**Q12: How fast can the miniPRO go?**

A: The miniPRO can travel at speeds of up to 10 mph.

**Q13: What type of battery does the miniPRO use?**

A: The miniPRO has a safe, UL tested and certified, powerful lithium ion battery for sustainable power. The battery should never be removed from the unit and should never be stored or exposed to temperatures below 15°F or above 120°F.

**Q14: How much time is needed to charge the miniPRO before my first ride?**

A: Charging the miniPRO battery to full capacity takes approximately 4 hours. After the initial full charge, the miniPRO battery charge may be topped-off at any time.

**Q15: How far can the miniPRO travel on a single charge?**

A: The miniPRO can travel up to 14 miles on a single charge depending on the rider's weight, riding style, speed, acceleration and terrain.

**Q16: What type of tires does the miniPRO have?**

A: The miniPRO's 10.5" inflatable tires deliver superior traction and shock absorption for a smooth ride.

**Q17: How do I customize the lights on my miniPRO?**

A: Simply open the *Ninebot by Segway* miniPRO app, select "Device Settings," then select "Light Settings" and then use the color wheel to customize your unit.

**Q18: Can the miniPRO be ridden off-road?**

A: The miniPRO can travel indoors and outdoors, but while outdoors we recommend that riders remain on pavement and other paved or smooth surfaces.

**Q19: What type of inclines can the miniPRO handle?**

A: The miniPRO was designed to comfortably handle inclines of up to 15 degrees. Riders should avoid steeper slopes as they may lose traction.

**Q20: Can I take my miniPRO on a plane, train or subway?**

A: Given the miniPRO's lithium ion batteries, the miniPRO may not be permitted on airplanes due to certain safety and transportation policies. Always be sure to check with your airline, subway or train service for specific rules, regulations and restrictions regarding your miniPRO or other personal transportation devices.

**Q21: Can I ride my miniPRO in the street?**

A: Laws on motor vehicles vary from state to state, so be sure to check your local and state laws to see if there are any restrictions on riding the miniPRO in public areas.

**Q22: What is Power Assist Mode and how does it work with the Retractable Guide Bar?**

A: When the unit is powered on with no rider onboard and the Retractable Guide Bar is raised, the miniPRO will default to Power Assist Mode. This allows the unit to be pulled (not pushed) up stairs or steep slopes, across potholes and other obstacles.

**Q23: Does the miniPRO have lights for riding in poorly lit areas?**

A: Yes, the miniPRO has automatic lights for dim conditions and casts light 3 to 16 feet. However, Segway does not recommend riding miniPRO in dark or potential hazardous conditions.

**Q24: Does the miniPRO have any theft prevention features?**

A: Riders may use the *Ninebot by Segway* App to enable the miniPRO's anti-theft function. If an attempt is made to move, lift or carry the miniPRO while the anti-theft feature is armed, an

alarm will sound and the unit will vibrate. An additional plus -- if your smartphone is within connection range to the device, you will receive an automatic notification of an alarm activation through the app.

**Q25: Is the miniPRO waterproof?**

A: The miniPRO is rated IP54 water resistant but is not completely waterproof. The miniPRO is not recommended for riding in snow, rain or in generally wet, muddy or icy conditions.

**Q26: Can I clean my miniPRO?**

A: Yes, use a soft wet cloth to wipe the mainframe clean. Hard to remove dirt can be scrubbed with a small brush and cleansing liquid, rinsed and then wiped with a clean dry cloth.

**Q27: What should I do if my miniPRO beeps while riding?**

A: The miniPRO beeps to alert the rider of a potential problem with your device. In some cases, if the rider does not alter the riding style after hearing a beep, your unit may deactivate its self-balancing capability. If you hear your unit beep, you should safely reduce your speed and step off the unit immediately. If the beeping persists, contact the Segway Technical Support Team at [technicalsupport@segway.com](mailto:technicalsupport@segway.com) or 1.866.473.4929.

**Q28: Do I need to keep air in the tires on my miniPRO?**

A: Yes. The tires on the Segway miniPRO are inflated and designed to perform best when inflated to 30 PSI. You should test tire pressure regularly to ensure your tires are inflated at the recommended levels.

**Q29: Who can I call with technical questions or a maintenance issue?**

A: Riders may contact the Segway, Inc. Technical Support Team with questions or issues at [technicalsupport@segway.com](mailto:technicalsupport@segway.com) or 1.866.473.4929.

***For more FREQUENTLY ASKED QUESTIONS or troubleshooting your miniPRO, please visit us online at: [www.segwayminipro.com](http://www.segwayminipro.com)***