Please make sure that Interactive Assist is started and connected to wheelchair at remote site. Afterwards ask for Channel and Passcode.

Channel:
OK
Cancel
SAFETY GUIDELINES

⚠️ WARNING!

A Quantum Rehab Provider or a qualified technician must perform the initial setup of this power chair and must perform all of the procedures in this manual.

The symbols below are used throughout this owner’s manual and on the power chair to identify warnings and important information. It is very important for you to read them and understand them completely.

⚠️ WARNING!

Indicates a potentially hazardous condition/situation. Failure to follow designated procedures can cause either personal injury, component damage, or malfunction. On the product, this icon is represented as a black symbol on a yellow triangle with a black border.

☐ MANDATORY!

These actions should be performed as specified. Failure to perform mandatory actions can cause personal injury and/or equipment damage. On the product, this icon is represented as a white symbol on a blue dot with a white border.

☒ PROHIBITED!

These actions are prohibited. These actions should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage. On the product, this icon is represented as a black symbol with a red circle and red slash.

NOTE: This owner’s manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on our website.
ACKNOWLEDGEMENT OF INSTRUCTIONS AND WARNINGS TO POWER CHAIR USERS, CARETAKERS, HME PROVIDERS AND TECHNICIANS:

BY CONTINUING TO UTILIZE THIS INTERACTIVE ASSIST SOFTWARE APPLICATION (“IAA”), I ACKNOWLEDGE THAT I HAVE READ AND WILL ACT IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS AND WARNINGS SET FORTH BELOW CONCERNING SAFE EFFECTIVE USE OF IAA

IAA enables secured remote access to a power chair’s electronic programming. In order to assure the safe, effective and proper use of IAA, the following INSTRUCTIONS AND WARNINGS must be observed:

1. A power chair user or power chair caretaker should only provide the IAA’s channel and passcode to a trusted HME provider representative.
2. An HME Provider should only rely upon qualified technicians to utilize IAA to establish remote access to a power chair’s controller system.
3. IAA remote access should be used only:
   a. To identify the power chair’s controller system’s current settings and/or troubleshooting information
   b. To modify the power chair’s controller system’s non-performance related settings. These modifications should only be initiated by a qualified technician who is familiar with the power chair user’s dimensions, physical and medical condition, and environmental challenges.
4. Power chair users and HME providers must carefully safeguard log in information to assure secure access and power chair user safety.
5. HME providers and their qualified technicians utilizing IAA remote access must exercise sound clinical judgment in connection with identification, assessment and/or modification of any power chair controller system setting.
6. IAA must not be used by an HME provider and/or power chair user or caretaker as a substitute for proper face to face evaluation and programming of a power chair including but not limited to its controller system to meet the specific needs and safety requirements of a particular power chair user.

7. THE FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN IMPROPER ACCESS AND/OR IMPROPER IDENTIFICATION, ASSESSMENT AND/OR MODIFICATION OF POWER CHAIR CONTROLLER SETTINGS. IMPROPER MODIFICATION OF THESE SETTINGS CAN RESULT IN UNINTENDED OPERATION OF THE POWER CHAIR, WHICH CAN LEAD TO HAZARDS FOR THE POWER CHAIR USER AND BYSTANDERS, INCLUDING BUT NOT LIMITED TO, LOSS OF BALANCE, UNINTENDED ACCELERATION OR STOPPING, COLLISION AND TIPPING, ANY OF WHICH MAY RESULT IN SERIOUS PERSONAL INJURY OR DEATH TO A POWER CHAIR USER OR BYSTANDER.

NOTE: This warning must be acknowledged within the app before Interactive Assist can be used.
Introduction
This Interactive Assist guide covers the Q-Logic 3 Interactive Assist, Interactive Assist apps and Remote Econ-W.

This guide is divided into three sections:
- Interactive Assist App - Econ-W
- Interactive Assist App - Android Devices
- Interactive Assist App - Apple Devices

Q-Logic 3 Interactive Assist
Q-Logic 3 electronics can connect a Quantum Rehab Provider with a power chair not in the same location as the provider.

Interactive Assist App
The Interactive Assist app is available for iOS and Android devices. The app connects the Q-Logic 3 electronics via Bluetooth to the Remote Econ-W through the device's Internet access.

When connected to the Q-Logic 3 electronics, a channel and passcode are displayed. The channel and passcode are sent to the provider to ensure connection to the proper power chair.

Remote Econ-W
An updated version of Econ-W is available for Interactive Assist. This version of Econ-W uses the device's Internet access to connect to the Q-Assist app then displays diagnostics information for that power chair. The channel and passcode ensure Econ-W is connected to the proper power chair.
INTERACTIVE ASSIST APP
FOR ECON-W

QUANTUM®
Interactive Assist App - Econ-W

Econ-W has the ability to connect with Interactive Assist. The Interactive Assist icon will be next to the Bluetooth connect icon.

Click the Interactive Assist icon to open up the Interactive Assist channel and passcode box.

Please make sure that Interactive Assist is started and connected to wheelchair at remote site. Afterwards ask for Channel and Passcode.

Channel:  
Passcode:  

NOTE: Depending on Internet speed, it may take several minutes to connect the first time.
Once a successful connection with Interactive Assist, Econ-W will populate additional information along the bottom of Econ-W.

Figure 3. Econ-W Bottom Bar Full

Connection Quality:
Green = Expect good speed
Yellow = Expect slower response
Red = Expect slowest response

Figure 4. Econ-W Connection Status

Additional Information:
Channel
- Channel used to connect

Remote User
- User of the Interactive Assist App connecting from device to chair.

Remote Access Level
- Programming access level of the Remote User

Remote Timeout
- Time remaining of the current connection (1 hour per connection)

Figure 5. Econ-W Bottom Bar Additional Info

The Interactive Assist icon will be displayed as an on/off icon when connected. Click the icon to disconnect the Interactive Assist.

Figure 6. Econ-W Top Bar Interactive Assist Connected
With the provider-to-user connection access level, Interactive Assist allows for viewing of parameters. The provider-to-provider access level allows the parameters to be adjusted.

Interactive Assist allows adjustments of user level parameters with the provider-to-user connection access level; however, the provider access level must be changed to user level before adjustments are possible. Click the "Access Level" at the bottom of the Econ-W and select user. Switch back to the provider level the same way.

**Figure 7. Econ-W Parameters Adjustment**

**Figure 8. Econ-W Access Dealer**

**Figure 9. Econ-W Access User**
Interactive Assist allows viewing of the seat configurator with the provider-to-user connection access level. The provider-to-provider access level allows adjustments for the seat configurator.
Interactive Assist allows viewing of the Mapped IO configurator with the provider-to-user connection access level. The provider-to-provider access level allows adjustments to the Mapped IO configurator.

Figure 12. Econ-W Mapped IO

Interactive Assist allows viewing and adjustments of the Photo Album configurator with the provider-to-user connection access level.

Figure 13. Econ-W Photo Album
Interactive Assist allows viewing and adjustments of the Inferred Configurator with the provider-to-user connection access level.

**Figure 14. Econ-W IR**

Interactive Assist will display the device list of the connected chair.

**Figure 15. Econ-W Device List**
Interactive Assist will display the error information on the connected chair.

Figure 16. Econ-W Error list

NOTE: The list may take several minutes to populate, depending on the connection speed and the number of errors.

Interactive Assist will display the real time (less than 500ms delay) monitor values of connected chair.

Figure 17. Econ-W Monitor
Interactive Assist will display the battery statistics of the connected chair.

**Figure 18. Econ-W Battery Statistics**

Interactive Assist will display the screen of the connected chair in real time (slight delay depending upon connection).

**Figure 19. Econ-W Remote Display**
Interactive Assist will display the Access and Change log of the connected chair.

Figure 20. Econ-W Access and Change Log

Interactive Assist includes a chat window between the Interactive Assist app user and the Econ-W user. The chat window can be initiated by either the Econ-W or the Interactive Assist app.

Figure 21. Econ-W Chat Window
INTERACTIVE ASSIST APP
FOR ANDROID DEVICES

QUANTUM®
Interactive Assist App - Android Device Overview

The Interactive Assist app for an Android device can be downloaded through Google Play Store. The Interactive Assist App is compatible with Android devices running Android 5.0 (Lollipop) or higher.

The Interactive Assist app can be found in the Google Play Store by searching for “Interactive Assist”.

Android Figure 1. Google Play Store

Android Figure 2. Menu Selection
Settings

Provider Log-in - Enable/Disable

Provider log-in adds a screen to the app’s home screen for entering provider log-in information. The provider-only feature is used when the provider is on-site with the power chair to change the provider parameters.

Contact Info

- Company Name – Provider company name
- Contact Name – Name of contact at provider
- Contact Phone – Phone number of contact at provider
- Contact Email – Email address of contact at provider
- Client Name – Name of power chair user

The app uses the contact information for direct emails and calls to the provider.
Connection Log

Displays the device’s Interactive Assist connections. Click “View Details” to display the connection details screen.

Tutorial

Step-by-step instructions on how to establish the Interactive Assist connection.

Navigate to the AUXILIARY menu by activation Mode inputs until the following screen appears on the Q-logic 3 system display. You will see the following:
About
Version of Interactive Assist App

Android Interactive Assist connection with Dealer-to-User Access

1. Turn on the Q-Logic 3 system and navigate to the Aux screen using the mode command.

   **NOTE:** When available, navigate to the Aux screen using the home button and two left inputs.
2. Perform an up or down input to highlight “Econ/Interactive Assist,” then perform a right input to enable Interactive Assist.

Note: The box will be checked when enabled. Another right input will "uncheck" or disable Interactive Assist.

3. Note the ID at the top of the screen.
4. Turn on the Interactive Assist app.
5. Click “Start search for devices.”

6. Click on the chair that matches the ID: number at the top of the Q-Logic 3 screen.

**NOTE:** If the chair is not already paired with the Android device’s Bluetooth, a pair confirmation will pop up on the Q-Logic 3 screen and the Android device. Compare pairing codes. If they match, acknowledge on the Q-Logic 3 system and the Android device.

---

Android Figure 11. Search for Devices

Android Figure 12. Choose Device to Connect
7. Give your Quantum Rehab Provider the channel and passcode information to start Interactive Assist connection.

**NOTE:** If the Provider information (see contact information) was entered, the Provider can be emailed the channel and passcode or called directly from this screen.

8. When the “Remote Quantum Rehab Provider” enters the Channel and Passcode, an acknowledgment screen appears on the Q-Logic system. A forward input will accept the Interactive Assist connection.

9. When the “Remote Quantum Rehab Provider” connects, the following screen will appear, confirming the Q-Assist connection.
10. Click the "Chat Area" button to allow for a chat window between the Interactive Assist App and the Remote Econ-W. This chat window can be initiated from the Interactive Assist App or the Econ-W.

11. Click the “Change Log” button to display any changes the Econ-W has made to the chair.

**NOTE:** Interactive Assist will time out after a one hour time period.

**Note:** Interactive Assist access level determines the level of changes that are allowed.
Provider-to-Provider Access (Provider Only)

1. Turn on the Q-Logic 3 system and navigate to the Aux screen using the mode command.

   **NOTE:** When available, navigate to the Aux screen using the home button and two left inputs.

2. Perform an up or down input to highlight “Econ/Interactive Assist,” then perform a right input to enable Interactive Assist.
NOTE: The box will be checked when enabled. Another right input will "uncheck" or disable Interactive Assist.

3. Note the ID at the top of the screen.

4. Turn on the Interactive Assist app.
5. Click "Start search for devices."

Android Figure 19. Q-Logic 3 Auxiliary Econ/Interactive Assist Selection

Android Figure 20. Search for Devices
6. Click Provider Log-in to enable, then click on the back button to close the settings box.

7. Enter Username and Password (same as Econ-W) of Provider with the chair.

**NOTE:** The log-in for the Interactive Assist app cannot be the same as the remote Econ-W log-in.
8. Click "Search for devices."

9. Click on the chair that matches the ID: number at the top of the Q-Logic 3 screen.

**NOTE:** If the chair is not already paired with the Android device's Bluetooth, a pair confirmation will pop up on the Q-Logic 3 screen and the Android device. Compare pairing codes. If they match, acknowledge on the Q-Logic 3 system and the Android device.
10. Provide your Quantum Rehab Provider the channel and passcode information to start Interactive Assist connection.

**NOTE:** If the Provider information (see contact information) was entered, the provider can be emailed the channel and passcode or called directly from this screen.

11. When the “Remote Quantum Rehab Provider” enters the channel and passcode, an acknowledgment screen appears on the Q-Logic system. A forward input will accept the Interactive Assist connection.

12. When the “Remote Quantum Rehab Provider” connects, the following screen appears confirming the Q-Assist connection.
INTERACTIVE ASSIST APP
FOR APPLE DEVICES
Interactive Assist App for Apple Device Overview

The Interactive Assist App for an Apple device can be downloaded via the App Store. The Interactive Assist App is compatible with iOS 9 and higher.

Interactive Assist app can be found in the App Store by searching for “Interactive Assist.”

Interactive Assist App Start Screen

1. Activate Interactive Assist access on the Q-Logic 3 system. Click “Show me how” below for instructions.
2. Once Interactive Assist access is enabled. Click “Start search for devices” below.

Get

Select An Accessory

Chair-0000

Can't see your device? Be sure to have programmer access activated.

Choose device to connect

Show me how

Cancel

Settings

Tutorial

Next step in connection

Show me how

Start search for devices

Apple Figure 1. App Store

Apple Figure 2. Start Screen
Settings

Provider Log-in - Enable/Disable

Provider log-in adds a screen to the app's home screen for entering provider log-in information. The provider-only feature is used when the provider is on-site with the power chair to change the provider parameters.

Contact Info

- Company Name – Provider company name
- Contact Name – Name of contact at provider
- Contact Phone – Phone number of contact at provider
- Contact Email – Email address of contact at provider
- Client Name – Name of power chair user.

The app uses the contact information for direct emails and calls to the provider.
Connection Log
Displays the device’s Interactive Assist connections. Click "View Details" to display the connections details screen.

Tutorial
Step-by-step instructions on how to establish the Interactive Assist connection.
About

Version of Interactive Assist app.

Apple Interactive Assist Connection with Dealer-to-User Access

1. Turn on the Q-Logic 3 system and navigate to the Auxiliary screen using the mode command.

*NOTE: When available, navigate to the Auxiliary screen using the home button and two left inputs.*
2. Perform an up or down input to highlight "Econ/Interactive Assist," then perform a right input to enable Interactive Assist.

Note: The box will be checked when enabled, another right input will "uncheck" or disable Interactive Assist.

3. Note the ID at the top of the screen.
4. Turn on the Interactive Assist app.
5. Click “Start search for devices.”

6. Click on the chair that matches the ID: number at the top of the Q-Logic 3 screen.

**NOTE:** If the chair is not already paired with the Apple device’s Bluetooth, a pair confirmation will pop up on the Q-Logic 3 screen and the Apple device. Compare pairing codes. If they match, acknowledge on the Q-Logic 3 system and the Apple device.
7. Provide your Quantum Rehab Provider the channel and passcode information to start Interactive Assist connection.

**NOTE:** If the Provider information (see contact information) was entered, the provider can be emailed the channel and passcode or called directly from this screen.

8. When the “Remote Quantum Rehab Provider” enters the channel and passcode, an acknowledgment screen appears on the Q-Logic system. A forward input will accept the Interactive Assist connection.

9. When the “Remote Quantum Rehab Provider” connects, the following screen will appear confirming the Interactive Assist connection.
10. Click the "Chat Area" button to allow a chat window between the Interactive Assist app and the Remote Econ-W. This chat window can be initiated from the Interactive Assist app or the Econ-W.

11. Click the “Change Log” button to display any changes the Econ-W has made to the chair.

**NOTE** Interactive Assist will time out after a one hour time period.

**NOTE: Interactive Assist access level determines the level of changes that are allowed.**
Provider-to-Provider Access

1. Turn on the Q-Logic 3 system and navigate to the Aux screen using the mode command.

   **NOTE:** When available, navigate to the Aux screen using the home button and two left inputs.

2. Perform an up or down input to highlight “Econ/Interactive Assist,” then perform a right input to enable Interactive Assist.

   **NOTE:** The box will be checked when enabled. Another right input will "uncheck" or disable Interactive Assist.
3. Note the ID at the top of the screen.

4. Turn on the Interactive Assist app.
5. Click “Start search for devices.”
6. Click Provider Log-in to enable, then click on the Menu button again to close the settings box.

7. Enter username and password (same used for Econ-W) of provider with the chair.

**NOTE:** The log-in for the Interactive Assist app cannot be the same as the Econ-W log-in.
8. Click "Start search for devices".

9. Click on the chair that matches the ID at the top of the Q-Logic 3 screen.

**NOTE: If the chair is not already paired with the Apple device's Bluetooth, a pair confirmation will pop up on the Q-Logic 3 screen and the Apple device. Compare pairing codes. If they match, acknowledge on the Q-Logic 3 system and the Apple device.**
10. Provide your Quantum Rehab Provider the channel and passcode information to start Interactive Assist connection.

**NOTE:** If the Provider information (see contact information) was entered, the provider can be emailed the channel and passcode or called directly from this screen.

11. When the “Remote Quantum Rehab Provider” enters the channel and passcode, the Q-Logic 3 system requires a forward input for user to acknowledge the connection.

12. When the “Remote Quantum Rehab Provider” connects, the following screen will appear confirming the Interactive Assist connection.