INTERACTIVE ASSIST

FOR APPLE DEVICE USERS ONLY

QUANTUM®

PROVIDING GREATER INDEPENDENCE

⚠ 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.

Copyright © 2020
INFMANU5048/Rev B/November 2020

⚠ WARNING!

INSTRUCTIONS AND WARNINGS TO POWER CHAIR USERS, CARETAKERS, HME PROVIDERS AND TECHNICIANS IN CONNECTION WITH THE SAFE UTILIZATION OF THIS INTERACTIVE ASSIST SOFTWARE APPLICATION ("IAA"). DURING EACH UTILIZATION OF IAA THE INDIVIDUAL UTILIZING IAA MUST MAKE THE FOLLOWING ACKNOWLEDGEMENT.

ACKNOWLEDGMENT 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:

⚠ WARNING!

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.

QUANTUM®

PROVIDING GREATER INDEPENDENCE

Introduction

This Interactive Assist guide covers the Q-Logic 3 Interactive Assist, Interactive Assist apps and Remote Econ-W.

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.

Table of Contents

Interactive Assist App – Apple 5
Interactive Assist App – Apple Device Overview 6
Apple Interactive Assist connection with Dealer-to-User Access 9

Interactive Assist App – Apple, Q-Logic 3e 19
Interactive Assist App – Apple Device Overview 20
Apple Interactive Assist connection with Dealer-to-User Access 23

INTERACTIVE ASSIST APP FOR APPLE DEVICES

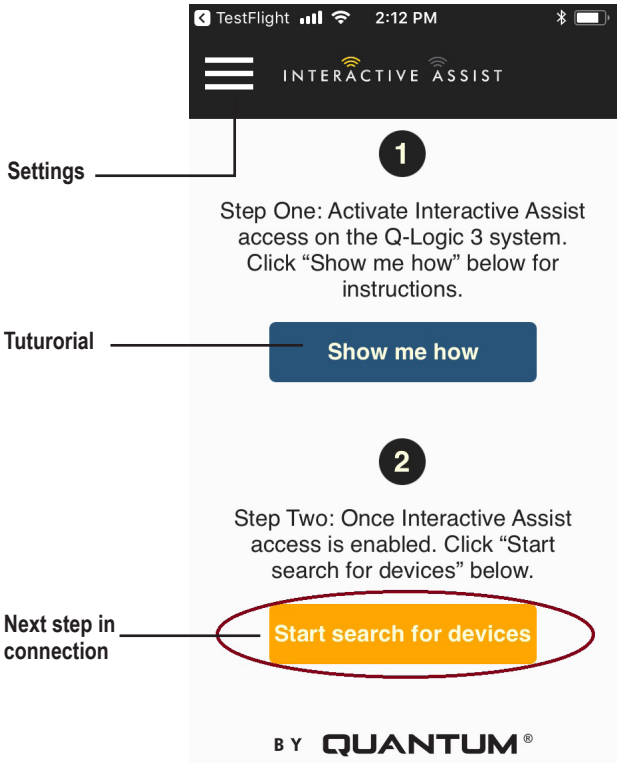
Interactive Assist App for Apple Device Overview

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."

Apple Figure 1. App Store

Interactive Assist App Start Screen

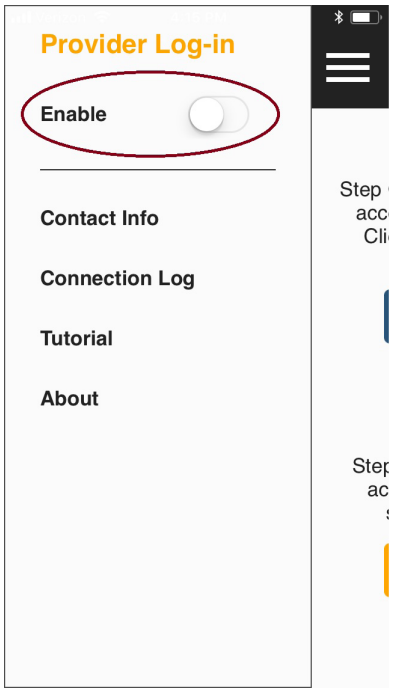


Apple Figure 2. Start Screen

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.

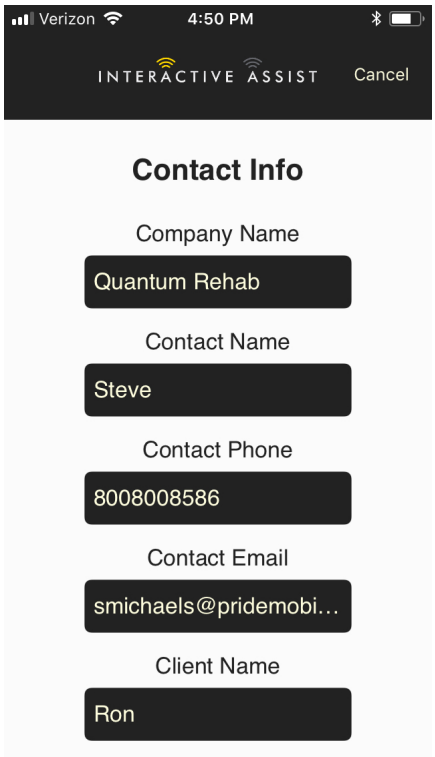


Apple Figure 3. Provider Log Enable

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.

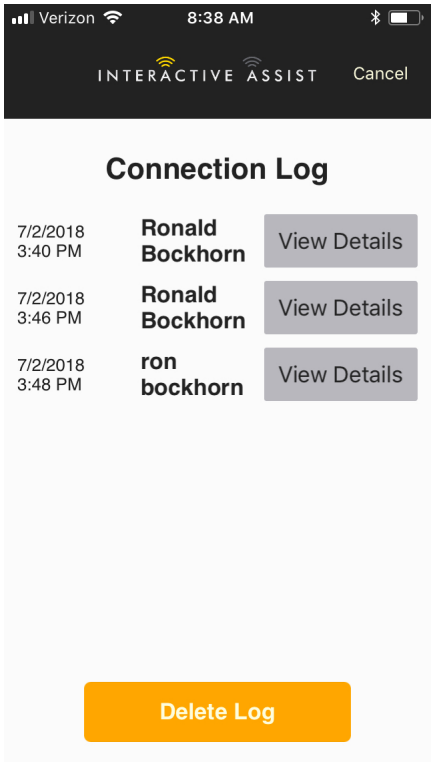
The app uses the contact information for direct emails and calls to the provider.



Apple Figure 4. Contact Info

Connection Log

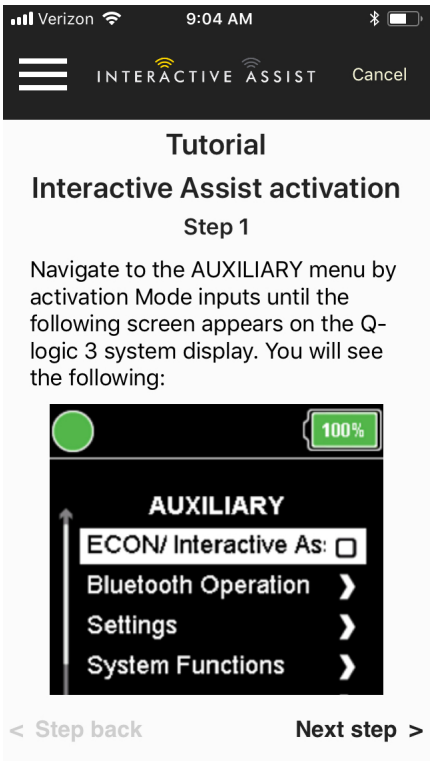
Displays the device's Interactive Assist connections. Click "View Details" to display the connections details screen.



Apple Figure 5. Connection Log

Tutorial

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



Apple Figure 6. Tutorial

About

Version of Interactive Assist app.

Apple Figure 7. About

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 Auxillary screen using the home button and two left inputs.

Apple Figure 8. Q-Logic 3 Auxillary Screen

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

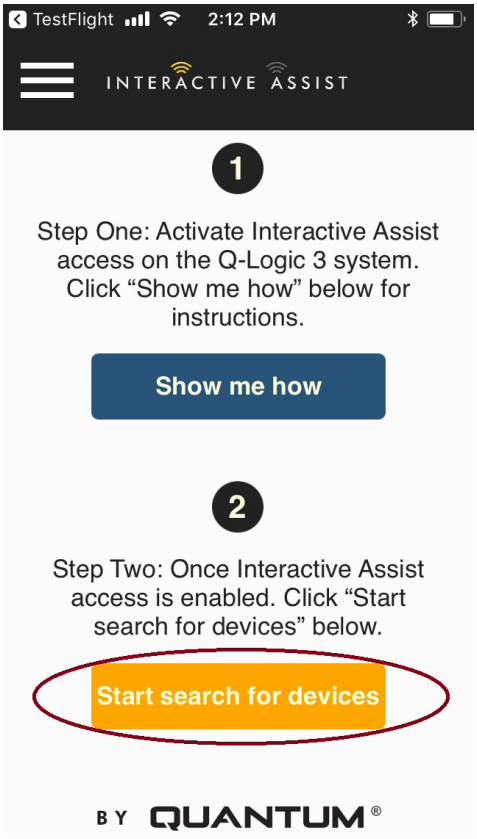
Apple Figure 9. Q-Logic 3 Auxiliary Econ/Interactive Assist

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.

Apple Figure 10. Q-Logic 3 Auxiliary Econ/Interactive Assist Selection

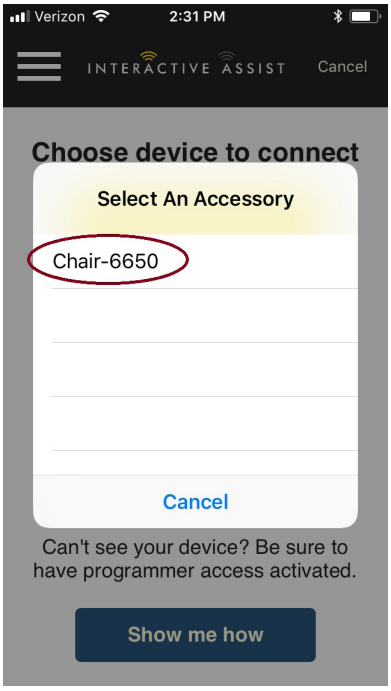
4. Turn on the Interactive Assist app.
5. Click "Start search for devices."



Apple Figure 11. Search for Devices

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

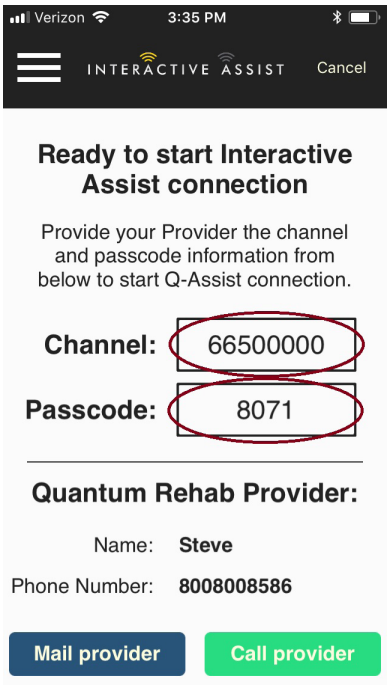
NOTE: If the chair is not already paired with the Apple device's Bluetooth, a pair confirmation will pop up on the Q-Logic 3 screen and the Apple device. Compare pairing codes. If they match, acknowledge on the Q-Logic 3 system and the Apple device.



Apple Figure 12. Select an Accessory

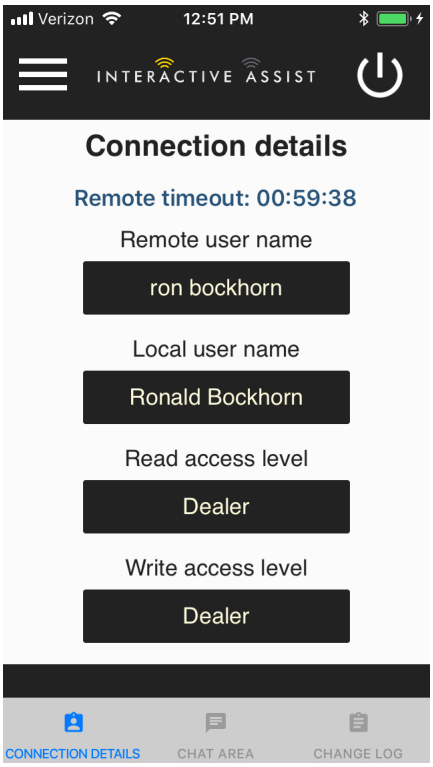
7. Provide your Quantum Rehab Provider the channel and passcode information to start Interactive Assist connection.

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.



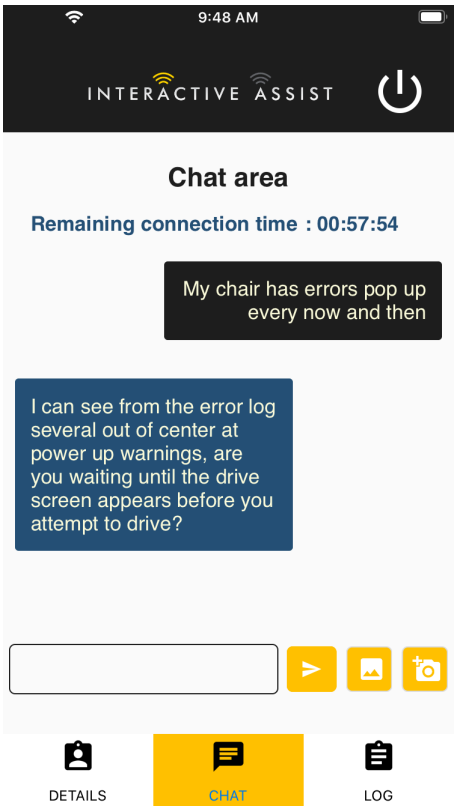
Apple Figure 13. Channel and Passcode

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.



Apple Figure 14. Connection Detail Dealer-to-user

9. 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. The Chat window includes a "Send Picture" button, for sending pictures already on your device and a "Take Picture" button, for using your device camera to take and send a picture through the chat window.

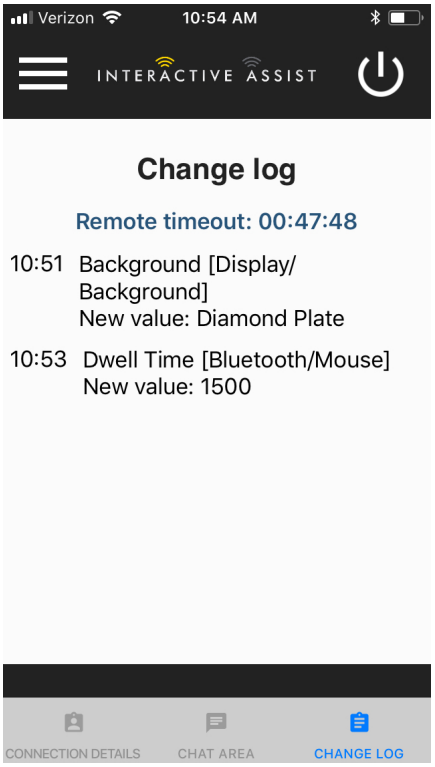


Apple Figure 15. Chat

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.



Apple Figure 16. Change Log

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.

Apple Figure 17. Q-Logic 3 Auxiliary Change Input Device

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

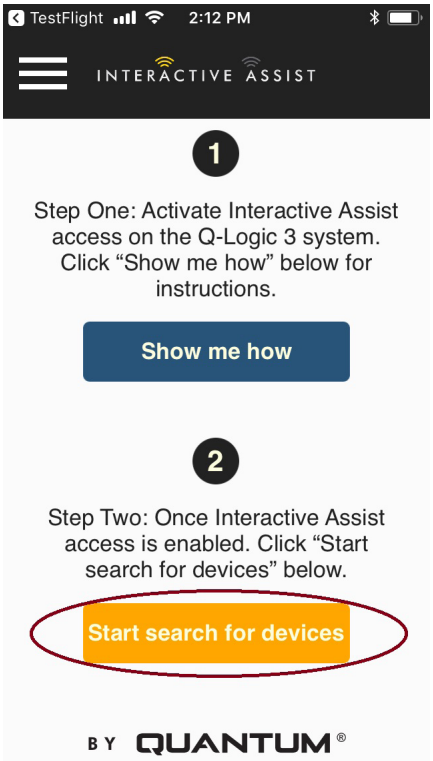
NOTE: The box will be checked when enabled. Another right input will "uncheck" or disable interactive Assist.

Figure 18. Q-Logic 3 Auxillary Econ/Interactive Assist

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

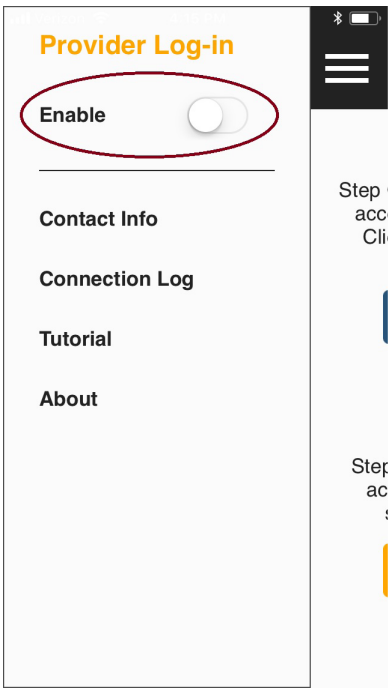
Apple Figure 19. Q-Logic 3 Auxiliary Econ/Interactive Assist Selection

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



Apple Figure 20. Search for Devices

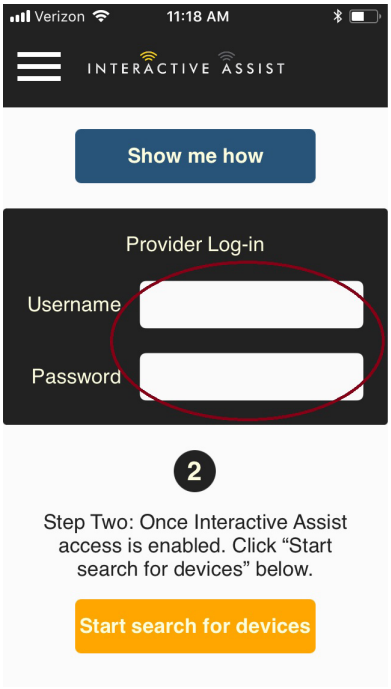
6. Click Provider Log-in to enable, then click on the Menu button again to close the settings box.



Apple Figure 21. Apple Provider Log Enable

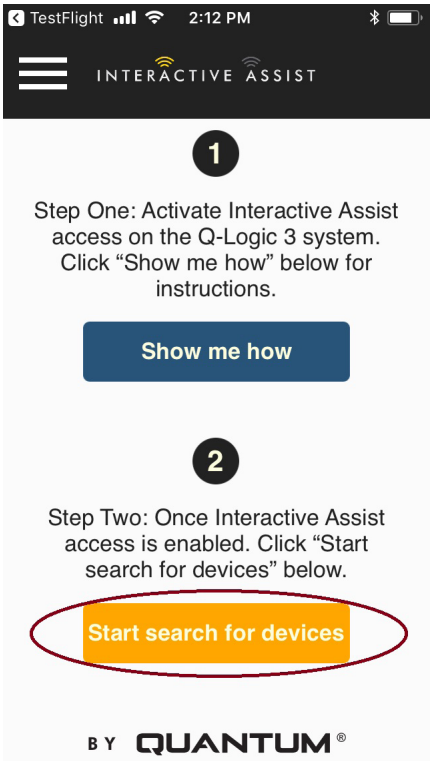
7. Enter username and password (same used for Econ-W) of provider with the chair.

NOTE: The log-in for the Interactive Assist app cannot be the same as the Econ-W log-in.



Apple Figure 22. Start Page Log-in

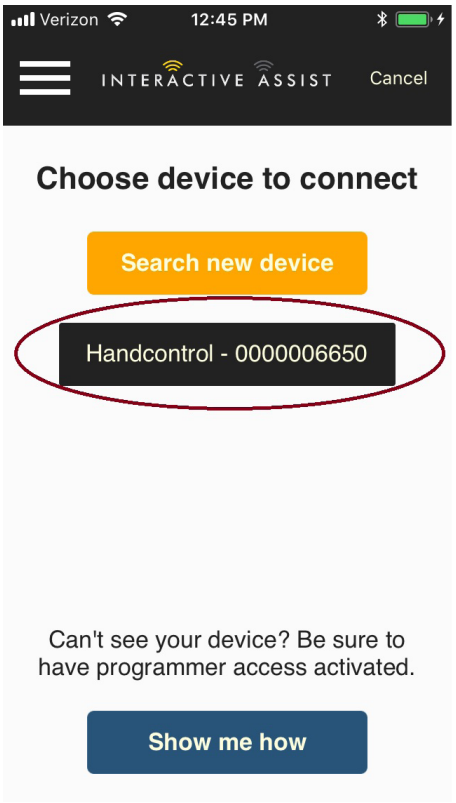
8. Click "Start search for devices".



Apple Figure 23. Search for Devices

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

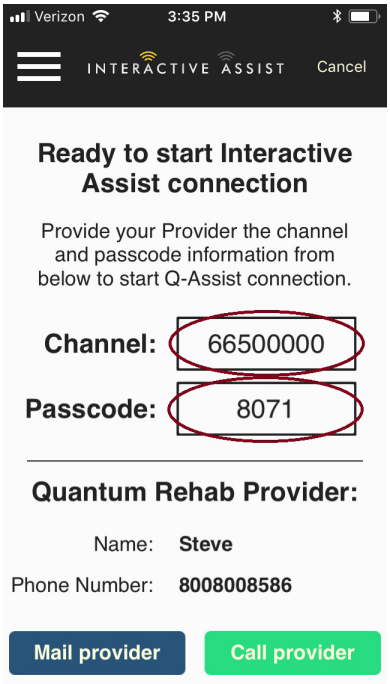
NOTE: If the chair is not already paired with the Apple device's Bluetooth, a pair confirmation will pop up on the Q-Logic 3 screen and the Apple device. Compare pairing codes. If they match, acknowledge on the Q-Logic 3 system and the Apple device.



Apple Figure 24. Choose Device to Connect

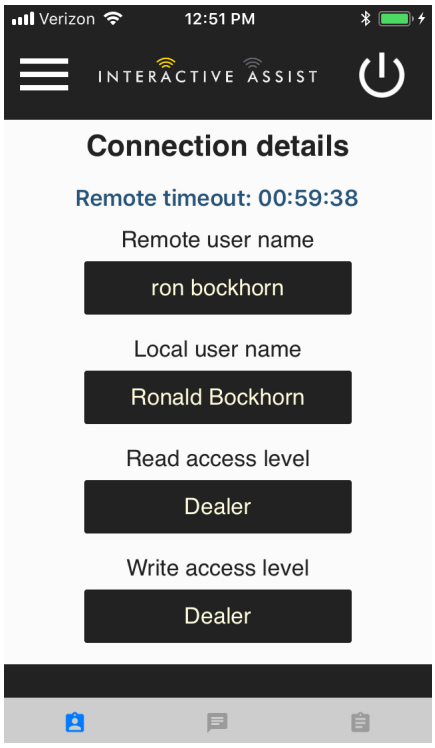
10. Provide your Quantum Rehab Provider the channel and passcode information to start Interactive Assist connection.

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.



Apple Figure 25. Channel and Passcode

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.



Apple Figure 26. Connection Detail Dealer-to-Dealer

INTERACTIVE ASSIST APP FOR APPLE DEVICES Q-LOGIC 3e

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."

Apple Figure 1. App Store

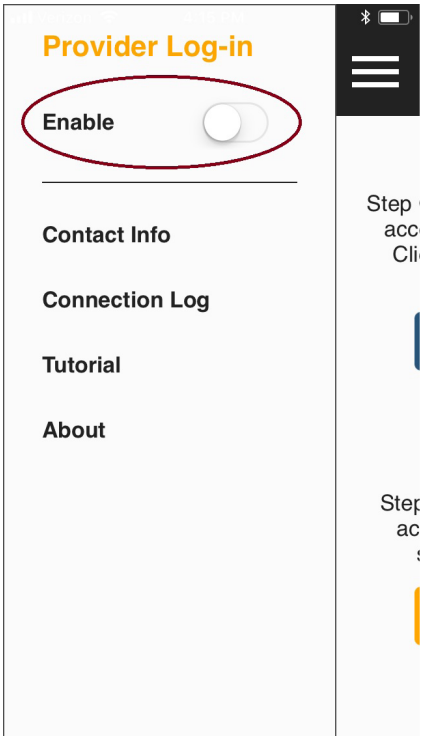
Interactive Assist App Start Screen

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.

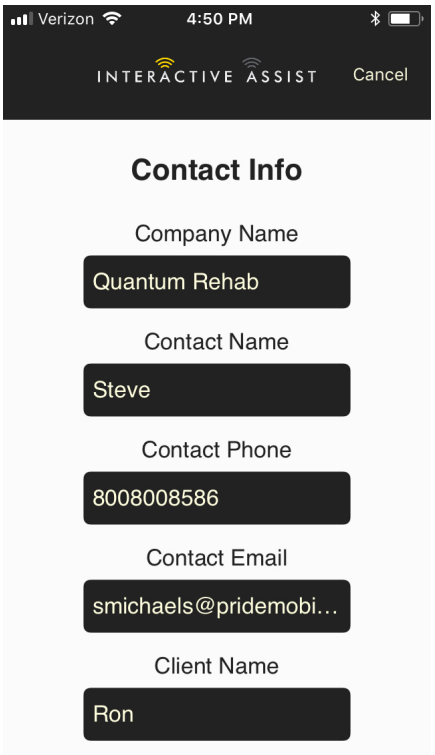


Apple Figure 3. Provider Log Enable

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.

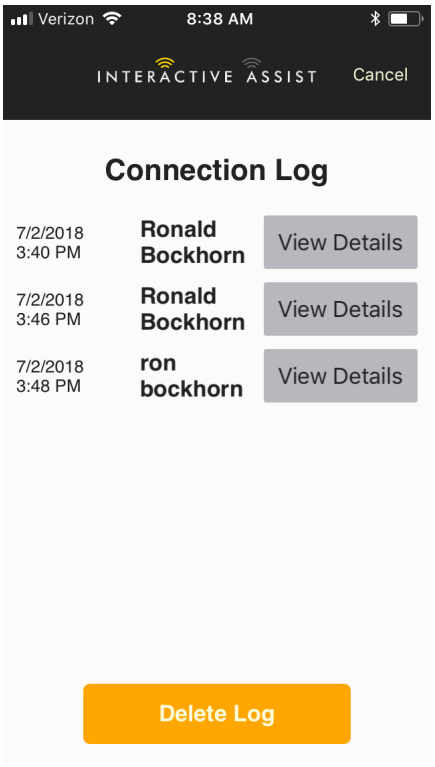
The app uses the contact information for direct emails and calls to the provider.



Apple Figure 4. Contact Info

Connection Log

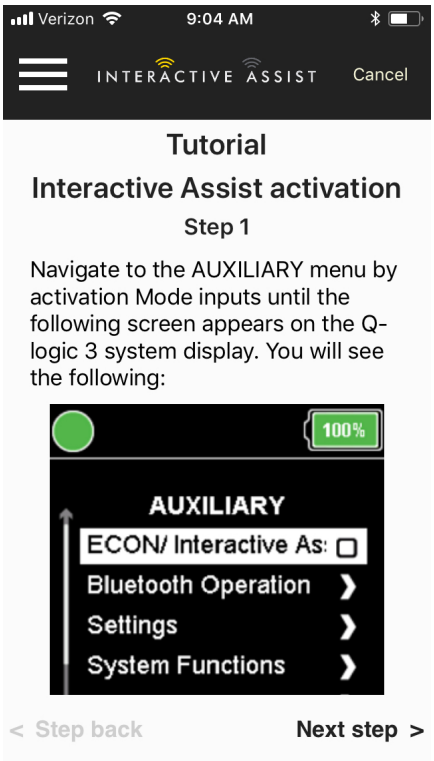
Displays the device's Interactive Assist connections. Click "View Details" to display the connections details screen.



Apple Figure 5. Connection Log

Tutorial

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



Apple Figure 6. Tutorial

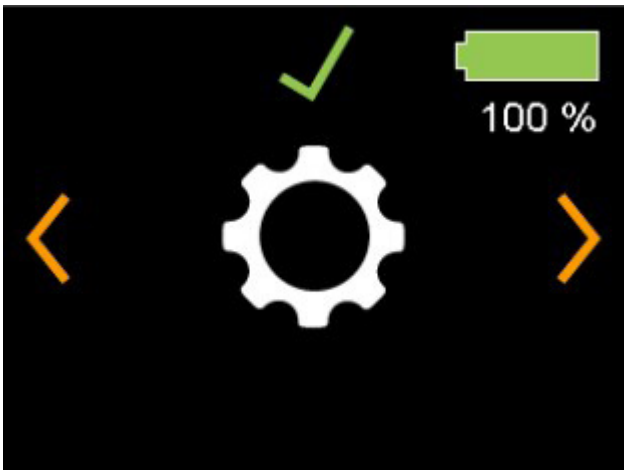
About

Version of Interactive Assist app.

Apple Figure 7. About

Apple Interactive Assist Connection with Dealer-to-User Access

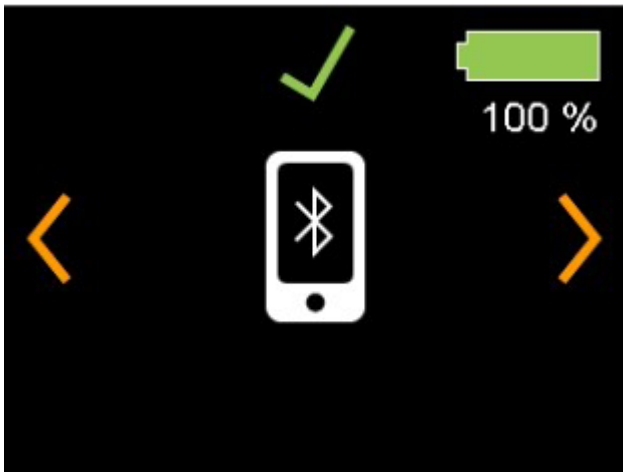
1. Turn on the Q-Logic 3e system and navigate to the Settings screen using the mode button.



Q-Logic 3e Controller Screen

Apple Figure 8. Q-Logic 3e Settings Screen

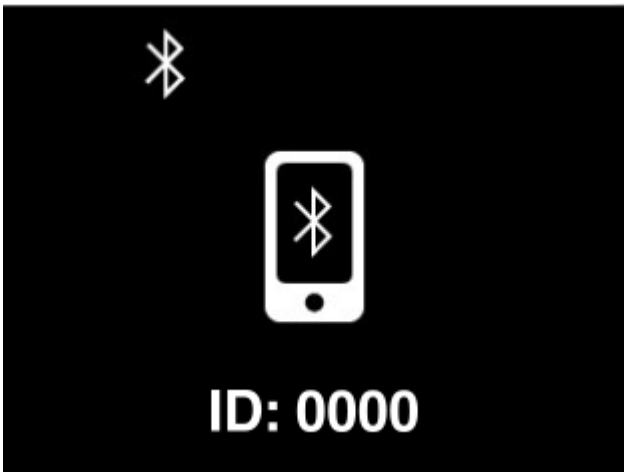
2. Perform a right input to navigate to the Bluetooth screen. Perform a forward input to enable Bluetooth.



Q-Logic 3e Controller Screen

Apple Figure 9. Q-Logic 3e Bluetooth screen

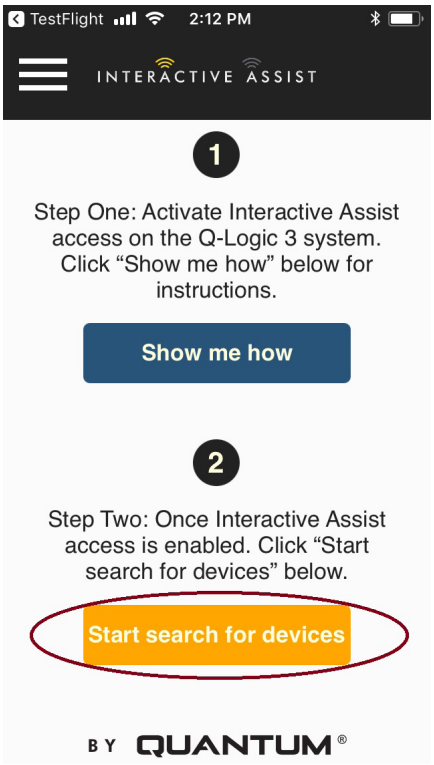
Note the ID number at the bottom of the screen.



Q-Logic 3e Controller Screen

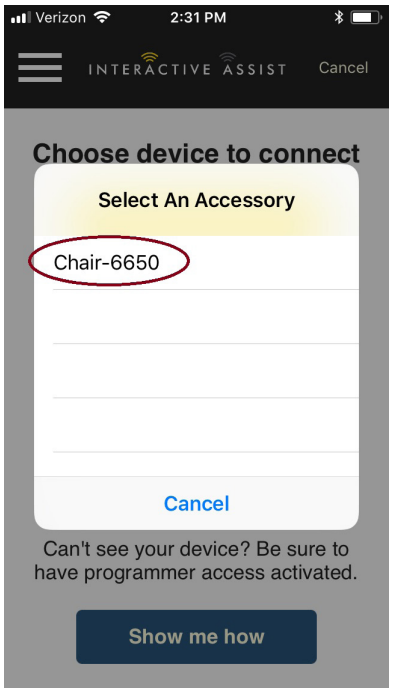
Apple Figure 10. Q-Logic 3e Bluetooth Enabled screen

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



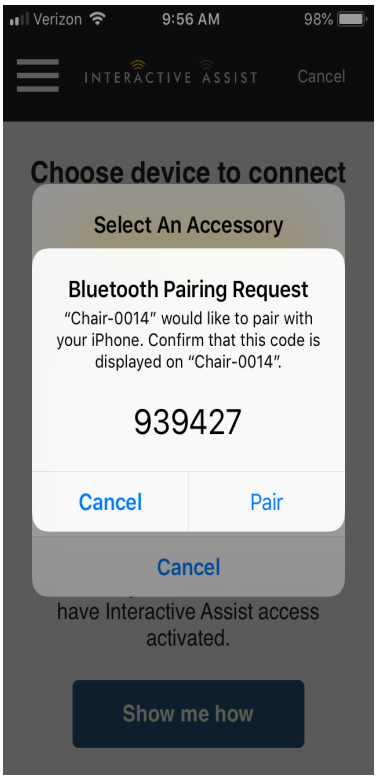
Apple Figure 11. Search for Devices

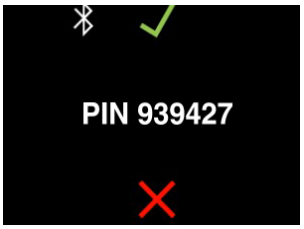
5. Click on the chair that matches the ID number at the bottom of the Q-Logic 3e screen.



Apple Figure 12. Select an Accessory

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



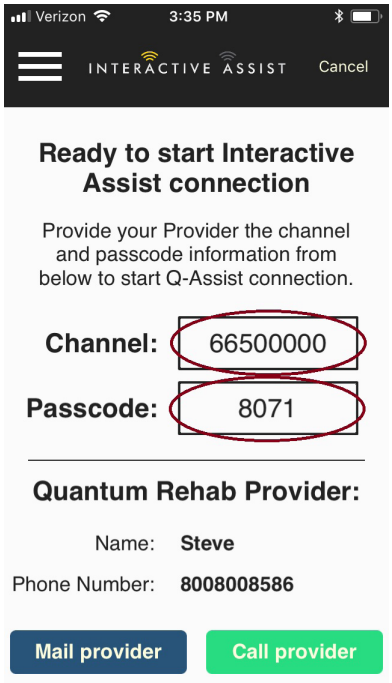


Q-Logic 3 Lite Controller Screen

Apple Figure 13. Select an Accessory

6. 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.



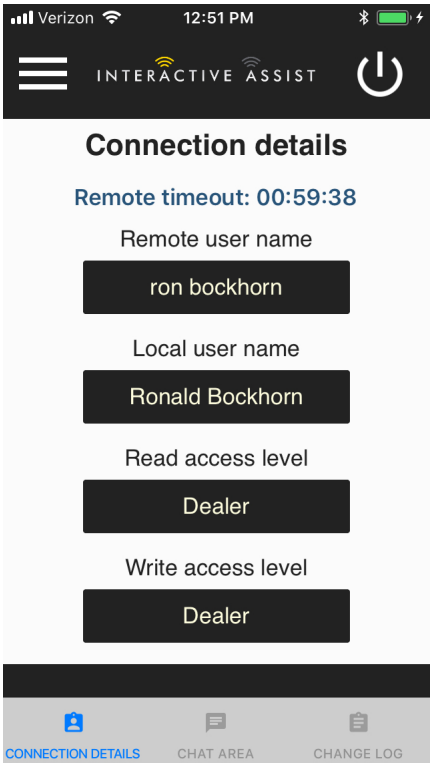
Apple Figure 14. Channel and Passcode

7. When the “Remote Quantum Rehab Provider” enters the channel and passcode, an acknowledgment screen appears on the Q-Logic 3e system. A forward input will accept the Interactive Assist connection.

Q-Logic 3e Controller Screen

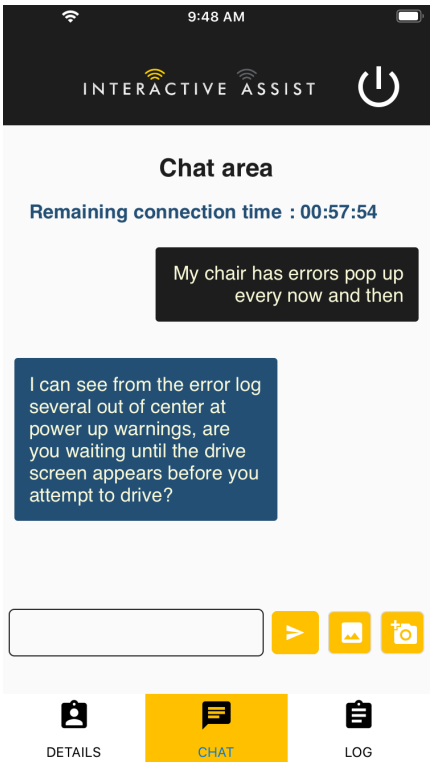
Apple Figure 15. Connection Detail Dealer-to-user

8. When the "Remote Quantum Rehab Provider" connects, the following screen will appear confirming the Interactive Assist connection.



Apple Figure 16. Connection Detail Dealer-to-user

9. 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. The Chat window includes a "Send Picture" button, for sending pictures already on your device and a "Take Picture" button, for using your device camera to take and send a picture through the chat window.

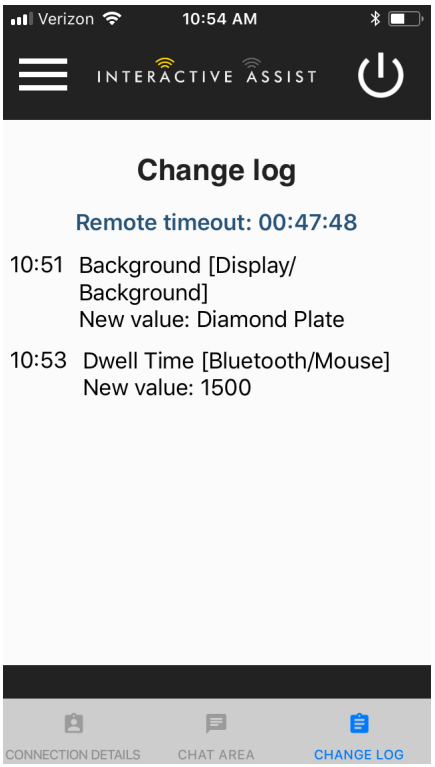


Apple Figure 17. Chat

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

NOTE: Interactive Assist will time out after one hour.

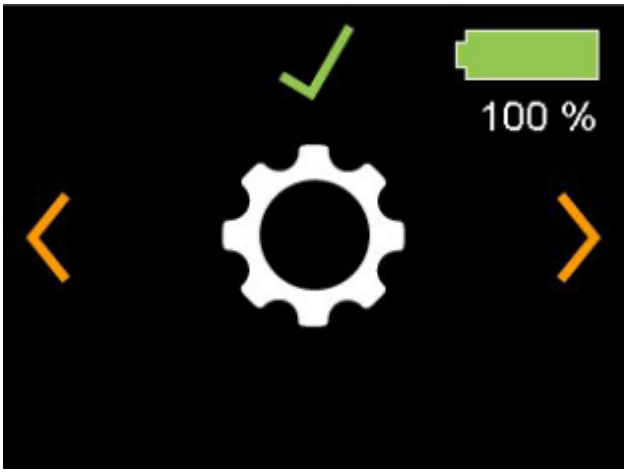
NOTE: Interactive Assist access level determines the level of changes that are allowed.



Apple Figure 18. Change Log

Provider-to-Provider Access

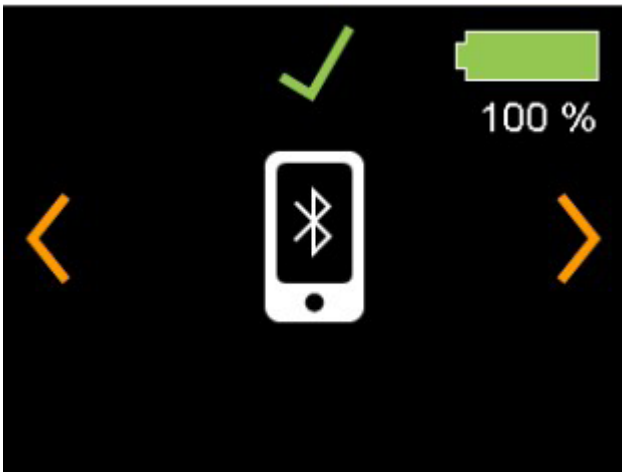
1. Turn on the Q-Logic 3e system and navigate to the Settings screen using the mode button.



Q-Logic 3eController Screen

Apple Figure 19. Q-Logic 3e Settings Screen

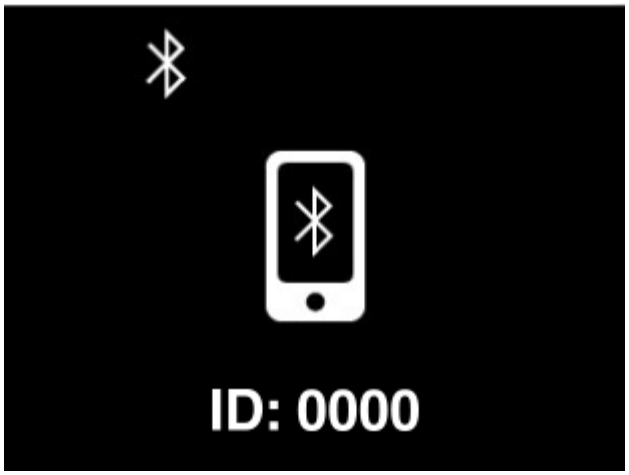
2. Perform a right input to navigate to the Settings Screen. Perform a forward input to enable Bluetooth.



Q-Logic 3e Controller Screen

Figure 20. Q-Logic 3e Bluetooth Screen

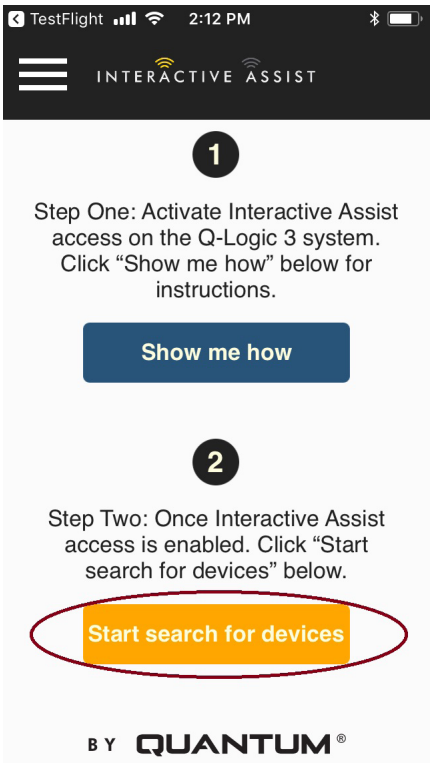
Note the ID number at the bottom of the screen.



Q-Logic 3e Controller Screen

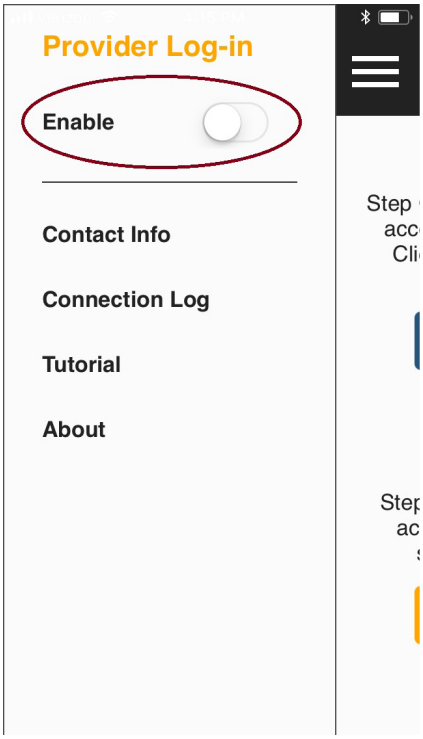
Apple Figure 21. Q-Logic 3e Bluetooth Enabled Screen

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



Apple Figure 22. Search for Devices

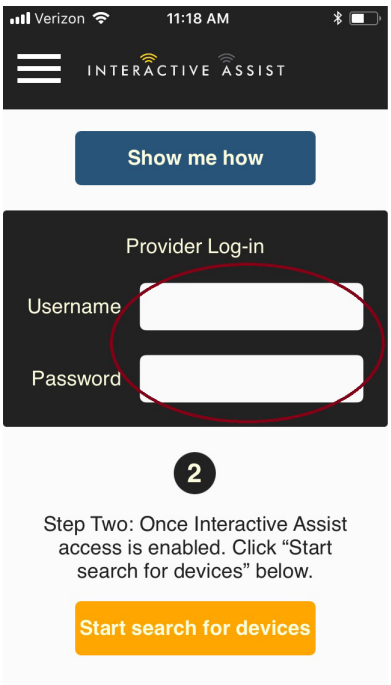
5. Click Provider Log-in to enable, then click on the Menu button again to close the settings box.



Apple Figure 23. Provider Log-in Enable

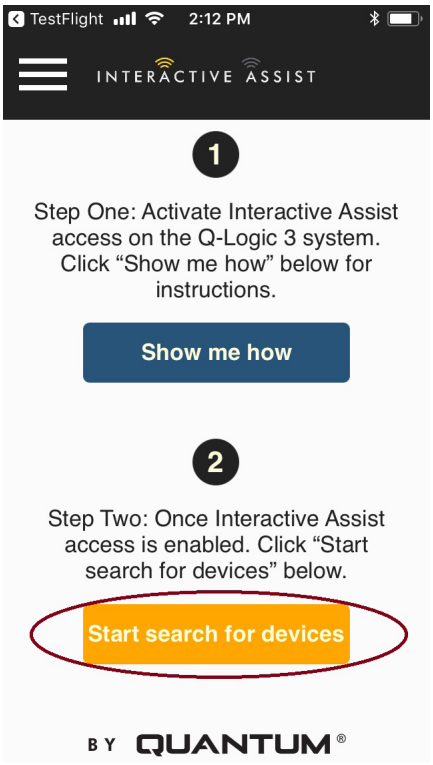
6. Enter username and password (same used for Econ-W) of provider with the chair.

NOTE: The log-in for the Interactive Assist app cannot be the same as the Econ-W log-in.



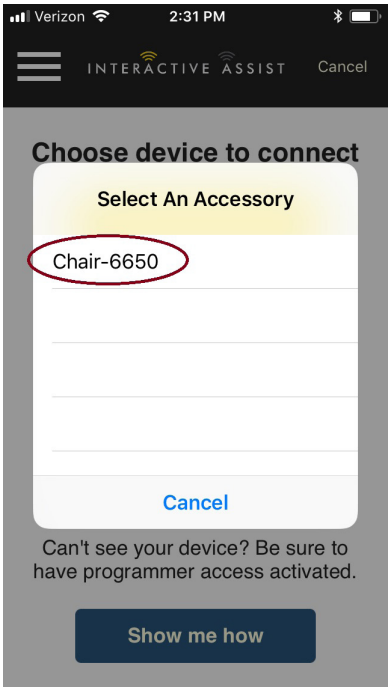
Apple Figure 24. Start Page Log-in

7. Click "Start search for devices".



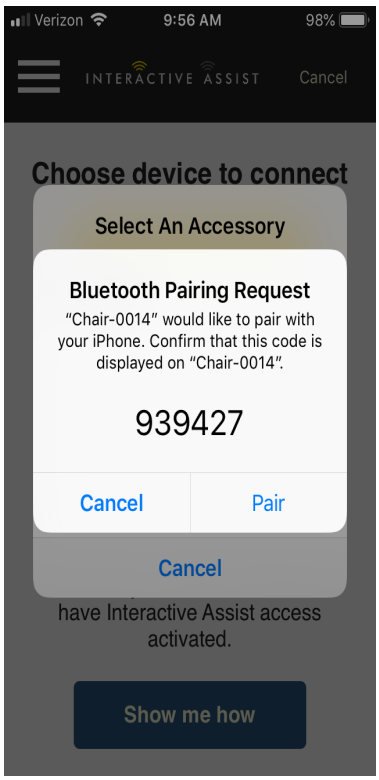
Apple Figure 25. Search for Devices

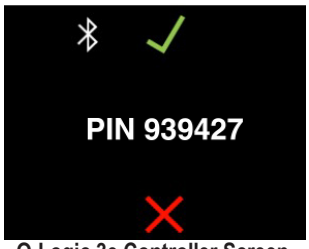
8. Click on the chair that matches the ID at the top of the Q-Logic 3e screen.



Apple Figure 26. Select an Accessory

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



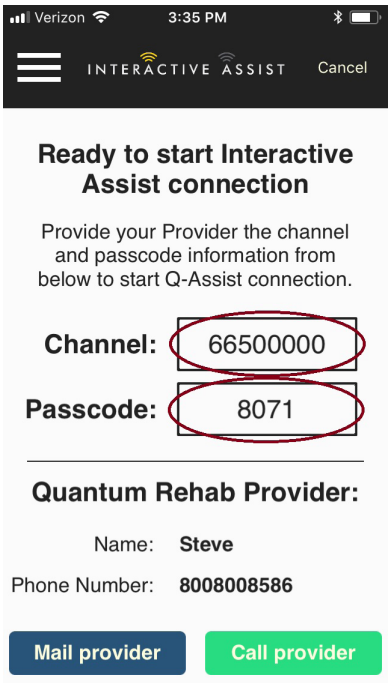


Q-Logic 3e Controller Screen

Apple Figure 27. Choose Device to Connect

9. 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.



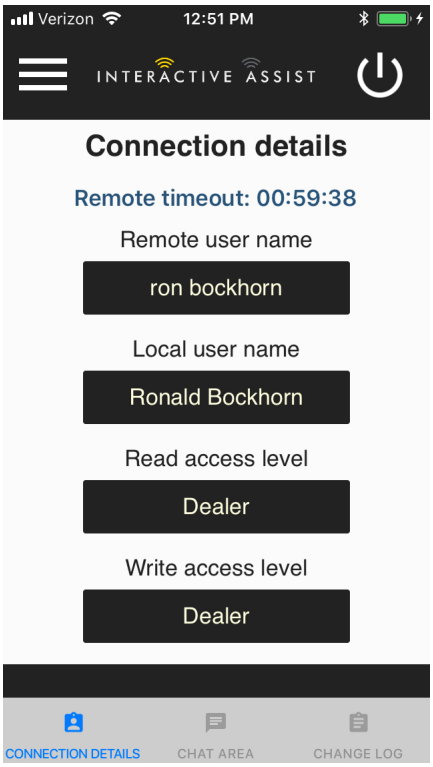
Apple Figure 28. Channel and Passcode

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

Q-Logic 3e Controller Screen

Apple Figure 29. Connection Detail Dealer-to-Dealer

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



Apple Figure 30. Connection Detail Dealer-to-user

USA
401 York Avenue
Duryea, PA 18642
www.quantumrehab.com

Canada
5096 South Service Road
Beamsville, Ontario L0R 1B3
www.quantumrehab.com

Australia
20-24 Apollo Drive
Hallam, Victoria 3803
www.quantumrehab.com.au

New Zealand
38 Lansford Crescent
Avondale, Auckland 0600
www.pridemobility.co.nz

UK
32 Wedgwood Road
Bicester, Oxfordshire OX26 4UL
www.quantumrehab.co.uk

Netherlands
(Authorised EU Representative)
De Zwaan 3
1601 MS Enkhuizen
www.quantumrehab.eu

Italy
Via del Progresso, ang. Via del Lavoro
Loc. Prato della Corte
00065 Fiano Romano (RM)
www.quantumrehab-italia.it

France
26 Rue Monseigneur Ancel
69800 Saint-Priest
www.quantumrehab.fr

Spain
Calle Las Minas Número 67
Polígono Industrial Urtinsa II, de Alcorcón
28923 Madrid
www.quantumrehab.es

Germany
Hövelrieger Str. 28
33161 Hövelhof
www.quantumrehab.de

China
Room 508, Building #4
TianNa Business Zone
No. 500 Jianyun Road
Pudong New Area
Shanghai 201318
www.pridechina.cn

INFMANU5048