MyLiNX

Quick Start Guide

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MyLiNX Quick Start Guide
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Welcome

1 Welcome

Welcome to the MyLiNX Quick Start Guide. MyLiNX is a diagnostics and servicing tool that delivers near-real-time wheelchair diagnostics information to LiNX wheelchair users, distributors and service agents.

1.1 Using this manual

This manual will help you to understand, install, and use the MyLiNX mobile application and website. This manual uses the following information boxes to convey important and useful information:

Warning

Warnings provide important information that must be followed in order to install, configure, and use the product safely and efficiently. Not following the instructions given in a warning can potentially lead to equipment failure, damage to surrounding property, injury or death.

Note

Notes provide supporting information in order to install, configure, and use the product. Not following the instructions given in notes or precautions can lead to equipment failure.

See also

The "See also" box provides cross-references to help you navigate the installation manual more easily.

1.2 Important information

Due to a policy of continuous product improvement, Dynamic Controls reserves the right to update this product and manual without notice. This issue of the manual supersedes all previous issues; previous issues must no longer be used.

The latest version of this manual can be downloaded from Dynamic Controls' website at www.dynamiccontrols.com

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3.1 Overview

MyLiNX is a diagnostics and servicing tool that delivers near-real-time wheelchair diagnostics information to LiNX wheelchair users, distributors and service agents. It allows users to better maintain their wheelchair and for dealers and service agents to monitor the wheelchair remotely, thereby helping to minimize maintenance and service costs. MyLiNX is compatible with all Dynamic Controls' Bluetooth-enabled LiNX control systems.

Note

The term 'diagnostics' used here refers exclusively to the collection, storage and interpretation of wheelchair-specific data obtained from the LiNX system, to provide information concerning the wheelchair performance, characteristics, metrics or failure modes. This information is used by authorized service personnel to assist with the vehicle maintenance or repair, and to identify, prevent, or recover from an abnormal operation or failure.

3.2 How does it work?

The LiNX control system collects data from the wheelchair system and transmits it, using Bluetooth wireless technology, to the MyLiNX mobile application on a user's mobile device (Android or iOS). The MyLiNX mobile application then displays a subset of this data to the end-user and transfers this data wirelessly, over a cellular network or WiFi network, to a cloud-based data warehouse. This data is then available to approved distributors and service agents through the MyLiNX website dashboard.

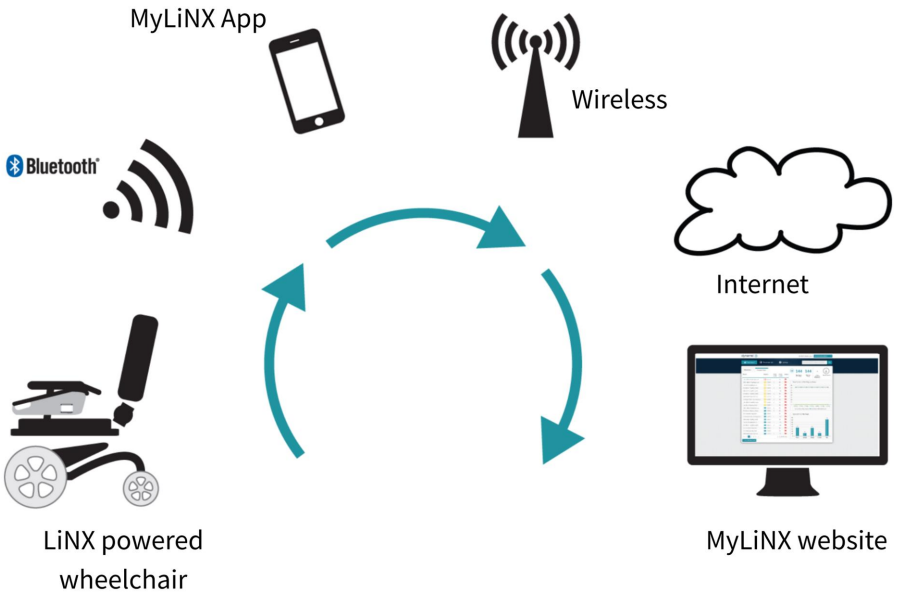

Figure 1: MyLiNX system overview

MyLiNX collects and transmits wheelchair system metrics such as:

- System configuration
- Battery state of charge
- Battery voltage
- Driving history
- Charging patterns
- Error codes

Setting up MyLiNX

4 Setting up MyLiNX

4.1 Overview

There are three main components of MyLiNX:

- A LiNX control system
- The MyLiNX mobile application
- The MyLiNX website (dashboard)

4.2 LiNX control system

The LiNX control system is part of the electrical system installed on a LiNX power wheelchair. The MyLiNX solution only works with Bluetooth-enabled LiNX control systems and will not connect to any other wheelchair controllers. Suitable LiNX systems include those containing the following remote modules:

- REM110
- REM2xx
- REM400
- REM500

No set up is required within the LiNX wheelchair system as all data accessed by MyLiNX is standard diagnostic information. To understand more about the capabilities of your LiNX system please refer to the relevant LiNX user guides.

4.3 MyLiNX mobile application

The MyLiNX mobile application connects to the LiNX wheelchair control system and accesses stored and current data.

To set up the MyLiNX mobile application, the wheelchair user or their caregiver will need to download the MyLiNX mobile application and connect it to the wheelchair. For assistance with this, please refer to the MyLiNX Mobile Application Guide.

4.4 MyLiNX website

The MyLiNX website enables distributors and service centres to remotely view diagnostic information from wheelchairs that they are responsible for maintaining. Information from the MyLiNX mobile application is sent wirelessly to the MyLiNX website via either cellular or WiFi connections.

To set up the MyLiNX website, you will have to register, activate and log in to your account (this gives you access to the MyLiNX website), then for each wheelchair that you wish to monitor, the user will need to activate their MyLiNX mobile application and connect to their wheelchair.

4.4.1 Register an account

To set up and access the MyLiNX website, you must register your organization with an authorized MyLiNX reseller and establish an administrator for your organization. Once registered MyLiNX will send an activation email to the administrator.

4.4.2 Activate your account

You will need to open the “Welcome to MyLiNX” email and select the link to activate your account.

1. From the email, click on the activation link.
2. Enter and confirm your new password.
3. Click submit.

4.4.3 Log in to your account

1. Go to *https://mylinxworld.com* to view the sign in page
2. Enter your username (it will be your main email address) and password.

If the login is successful, you will be redirected to the MyLiNX website dashboard for your organization.

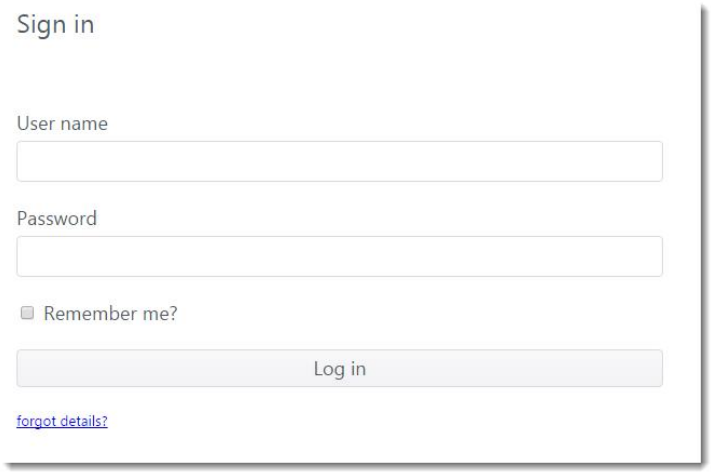

Figure 2: Sign in page

Note

If you have forgotten your password, follow the steps below:

1. *On the Login page, click on the **forgot details?** link. You will be redirected to the **Reset password** page.*
2. *Enter the email address that you used to register your account.*
3. *Click on **Reset Password**. An email will be sent to the email address provided.*
4. *Follow the instructions in the email and click on the link provided. You will be redirected to the **Reset Password** page to enter your new password.*
5. *Type in, and confirm your new password. Note that passwords are case sensitive!*

You can now log in to the service with your new credentials at https://mylinxworld.com

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Using the MyLiNX website

5 Using the MyLiNX website

5.1 Overview

The MyLiNX website is a platform for both setting up wheelchairs within MyLiNX, and displaying the wheelchair data collected from wheelchairs assigned to your account. This section describes the four main screens of the MyLiNX website:

- **Dashboard** (main page after logging in)
- **Wheelchair List**
- **Wheelchair Alerts**
- **Settings**

The **Dashboard** screen, which is displayed by default when you log in to the MyLiNX website, shows the wheelchair control panel, quick flag status and statistics.

The **Wheelchair List** displays all wheelchairs, showing some additional information such as wheelchair serial number and groupings. The **Add New Wheelchair** button is located on this screen.

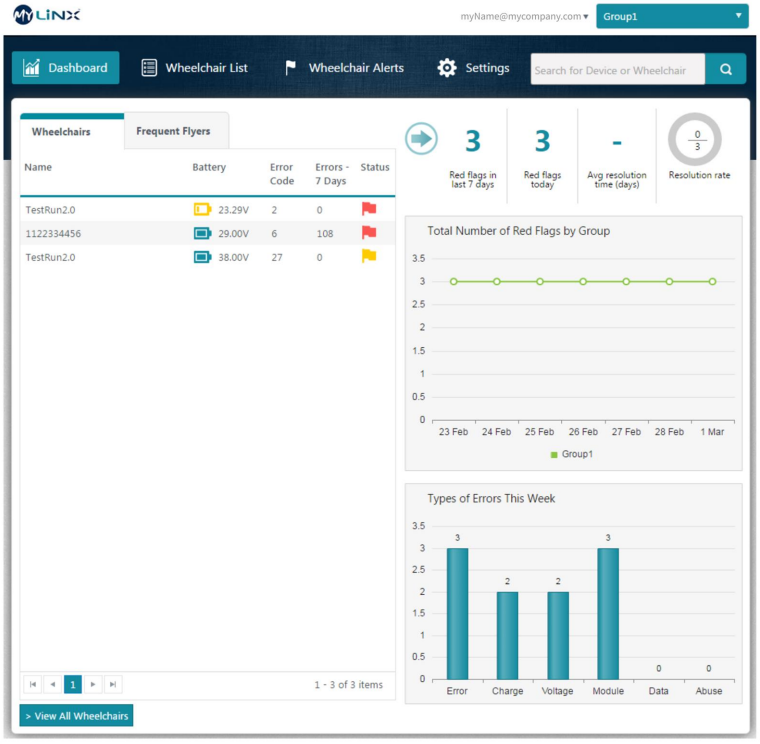


Figure 3: The MyLiNX website dashboard

The **Wheelchair Alerts** screen displays a list of all wheelchairs that have experienced an error or alert in the past month, week or day. Information about the number of alerts is displayed. Options to export the information to PDF or Excel format are available.

Clicking on **Settings** redirects the user to the advanced settings page, where additional staff, or subgroups can be requested. The **Add New Wheelchair** is also available on this page.

5.2 Common control panel

The four main screens share a common control panel (see *Figure 4: MyLiNX common control panel*), comprising:

- Main menu
- User name
- Groups
- Search bar

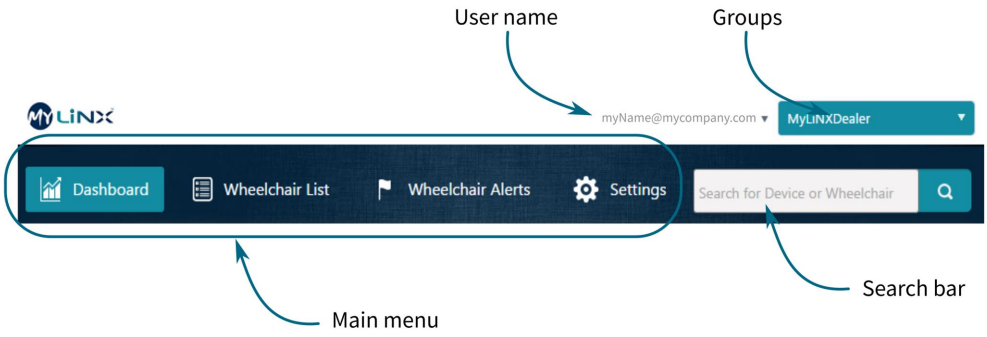


Figure 4: MyLiNX common control panel

5.2.1 Main menu

Use the **main menu** to switch between the four main screens by clicking on *Dashboard*, *Wheelchair List*, *Wheelchair Alerts*, or *Settings*.

5.2.2 User name

After logging in, your email address will appear in the **user name** drop-down box. To change your password or sign out, click on the drop-down box and select the appropriate option.

5.2.3 Groups

The **groups** drop-down box allows you to select different groups, subgroups or locations for your organization. Your organisation can have subgroups to help manage your wheelchair fleet across multiple locations or branches.

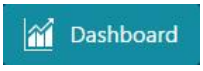
If subgroups have been created, they can be used as a filter to enable wheelchairs within the subgroup to be monitored separately. The unfiltered top-level view will always provide an overview of all wheelchairs.

Groups and subgroups are an advanced feature; your MyLiNX administrator controls their creation and ability to be viewed.

5.2.4 Search bar

Search for wheelchairs by MyLiNX Wheelchair ID (serial number), Name ID or Address ID.

5.3 Dashboard



Click on the **Dashboard** button on the main menu to view the Dashboard page.

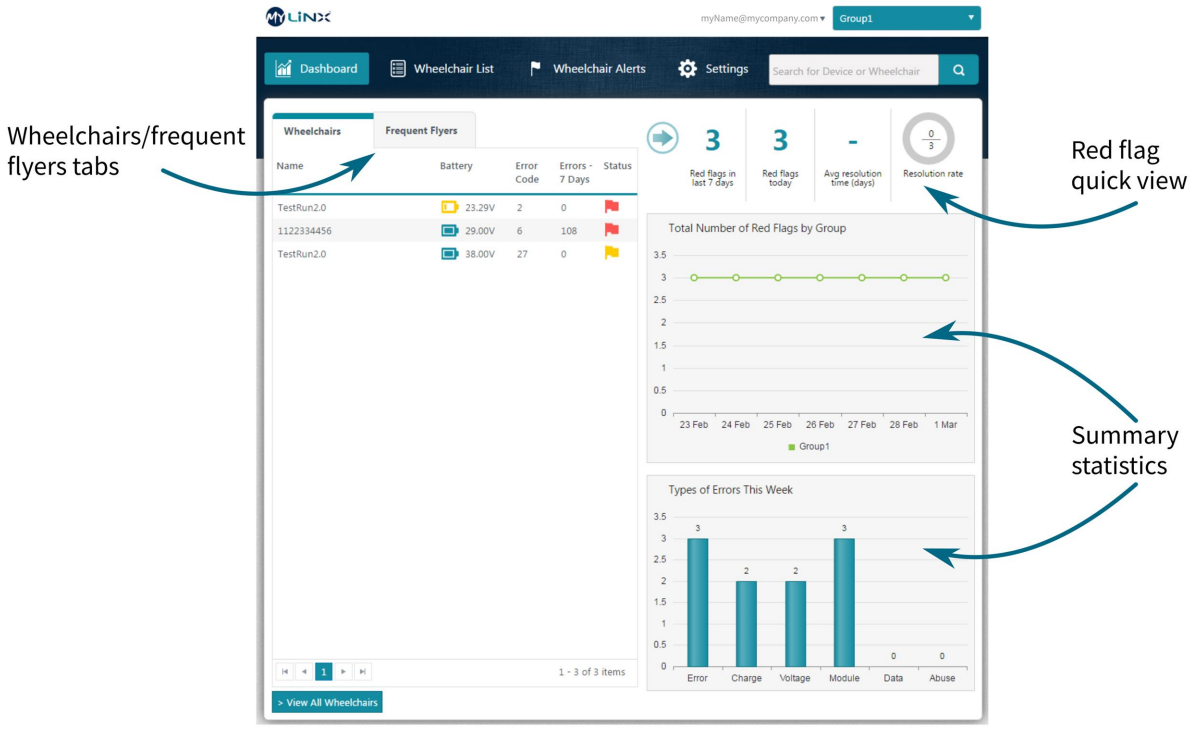


Figure 5: The Dashboard screen

5.3.1 Wheelchairs / frequent flyers tabs

These tabs summarise the status of individual wheelchairs at their last data transmission, displaying:

- Wheelchair name
- Battery voltage
- Error Code (if any)
- Error count over the last 7 days
- Flag status (red, yellow or green)

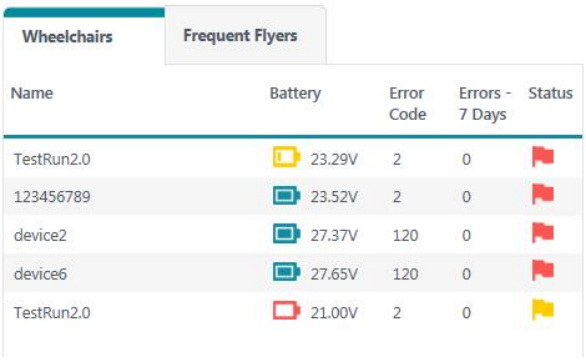


Figure 6: Wheelchairs / frequent flyers tabs

Note

The wheelchair status is indicated by a coloured flag:

A wheelchair with a red flag status indicates that a new issue has been detected and is prioritized to the top of the list.

A yellow flag indicates that an issue previously identified by a red flag has now been acknowledged by a technician.

A green flag indicates that there is no current issue with the wheelchair.

Red flags are prioritized by the type of issue: battery faults and error codes have the highest priority, followed by battery faults, and then error codes.

If an issue has been acknowledged by a technician, the red flag will turn to yellow and will remain so until the fault has been resolved and the data updated from the wheelchair. Once the fault is cleared the green flag will appear automatically – it cannot be set manually.

A yellow flag will switch back to red if, at the next data transmission, a new issue is detected.

Note

The name ID is a clickable link, which will redirect you to the detailed wheelchair view.

If you click on the **Frequent Flyers** tab, the panel will display only the wheelchairs that have been selected as Frequent Flyers. Frequent Flyers can be chosen and removed individually and are typically wheelchairs that the distributor or service centre wishes to monitor more frequently. To select a wheelchair to be a frequent flyer, go to the **Detailed Wheelchair** screen.

5.3.2 Red flag quick view

The red flag quick view panel gives you an overview of the current state of red flags for your wheelchair group. The details are:

- Red flags in the last 7 days
- Red flags today
- Avg. resolution time (days)
- Resolution rate

Figure 7: Red flag quick view

5.3.3 Statistics

The Statistics panel highlights the red flag statistics and trends from a selected group.

The *Total Number of Red Flags by Group* graph shows the total number of red flags by group. If subgroups are configured for the selected group, this graph would show multiple graphs for each subgroup, allowing you to monitor the performance for each of your locations.

The *Types of Errors this Week* graph allows you to see the types of errors in the last seven days for the selected group:

1. Error (number of error codes reported),
2. Charge (insufficient battery charge, below the amount specified for a wheelchair),
3. Voltage (low battery voltage – below 23.9V),
4. Module (fault associated with a module in the wheelchair system),
5. Data (Remote has not transmitted any data in the last 7 days or more).
6. Abuse (occurrence of battery abuse on a wheelchair)

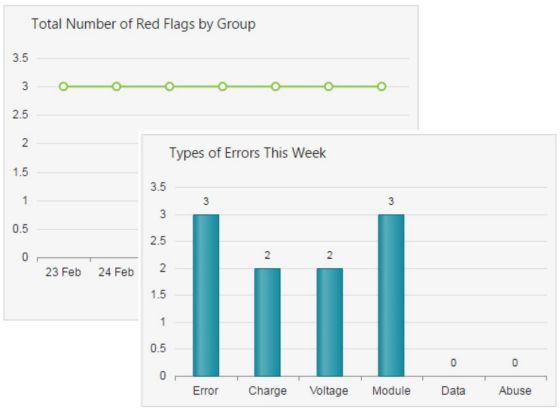


Figure 8: Statistics panel

When you click on a wheelchair link in the **Wheelchair List** screen, you will be redirected to the **Detailed Wheelchair** screen described later in this guide.

5.4 Wheelchair list

Click on the **Wheelchair List** button on the main menu to view a summary list of all the wheelchairs in a defined group.

In the Wheelchair List screen, see *Figure 9*, you can:

- View all the MyLiNX-enabled wheelchairs for your organisation and their status
- Prioritise the view based upon:
  - Wheelchair name
  - Wheelchair serial number

- Battery status (voltage)
- Current error code
- Number of error codes in last 7 days
- Flag status
- Dealer group

- Add a new wheelchair to the list – see *Adding wheelchairs* section of this guide

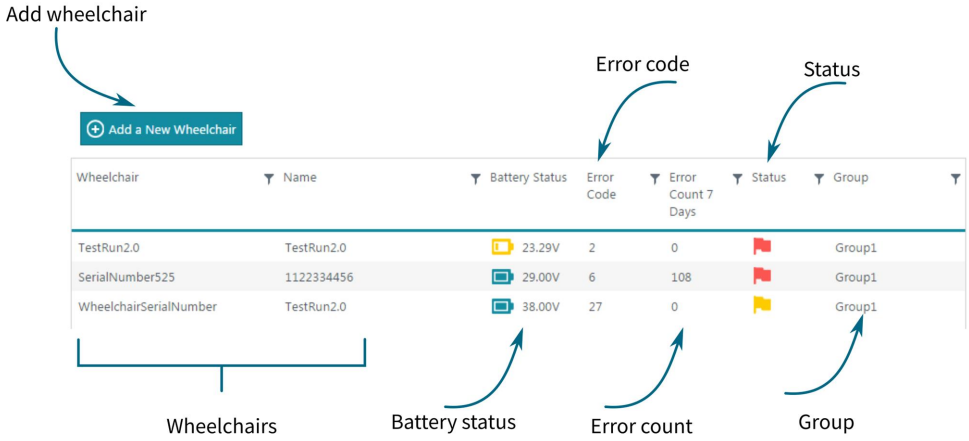


Figure 9: The Wheelchair List screen

When you click on a wheelchair link in the Wheelchair List screen, you will be redirected to the **Detailed Wheelchair Screen** see *Detailed wheelchair view* for more details.

5.5 Wheelchair alerts

Click on the **Wheelchair Alerts** button on the main menu to view a list of all the wheelchairs and the types of alerts recorded over a defined period.

In the Wheelchair Alerts screen you can:

- View all the MyLiNX enabled wheelchairs for your organization and their alerts history;
- Prioritize the view based upon:
  - Wheelchair name
  - Wheelchair serial number
  - Number of charge alerts
  - Hours of battery abuse
  - Number of error codes
  - Number of days with no data transmission
  - Dealer Group
- Export the list of wheelchairs with alerts over the past month to Excel
- Export the list of wheelchairs with alerts over the past month to PDF

The length of time that alert history is shown for is determined by the Time View Selector.

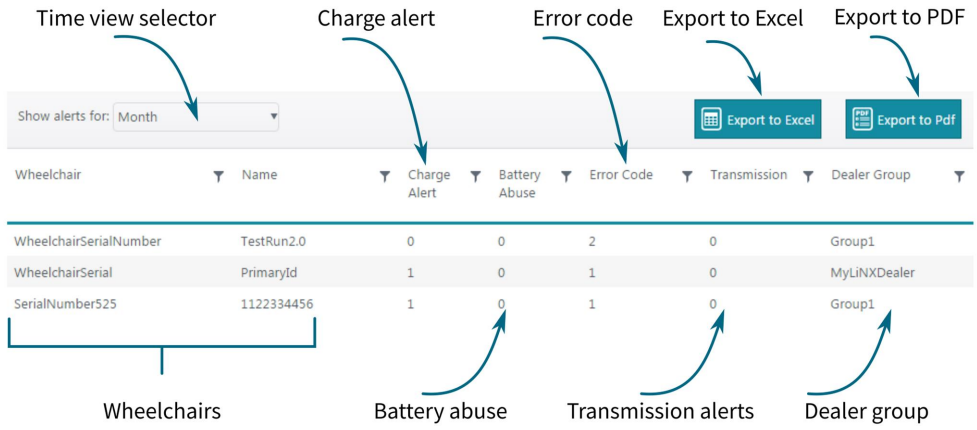


Figure 10: The Wheelchair Alerts screen

When you click on a wheelchair link in the **Wheelchair List** screen, you will be redirected to the **Detailed Wheelchair Screen** described later in this guide.

5.6 Settings

Click on the **Settings** button on the main menu to view your organisation's wheelchair group, create subgroups, and to add staff members and wheelchairs.

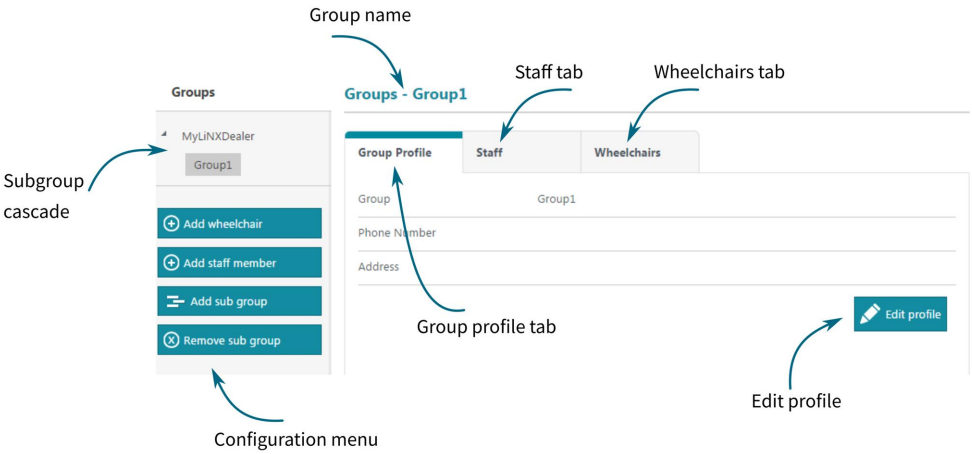


Figure 11: The Settings screen

5.6.1 Group name and subgroup cascade

The name of the currently selected group or subgroup is displayed at the top of the window. To the left is the subgroup cascade enabling the user to select a specific subgroup.

5.6.2 Configuration menu

The configuration menu in the left-hand panel, provides a convenient way to access the following functions:

- Add wheelchair
- Add staff member
- Add subgroup
- Remove subgroup

5.6.3 Tabs

The tabs, located at the top of the page, provide access to the following:

Group profile – click on this tab to view details of the currently selected group. Details available include: group name, phone number, address.

Staff – click on this tab to view, add, delete and edit your staff and their details.

Wheelchairs – click on this tab to view the wheelchairs in this group. Details available include: Device ID, unit serial number, and last transmission time. Click on the edit button (pencil icon to the right of each entry) to change the group for the selected wheelchair.

5.7 Detailed wheelchair view

This view displays detailed information collected from a selected wheelchair. The detailed wheelchair view is displayed when you click on a wheelchair link in the dashboard, wheelchair list, or wheelchair alerts screens. It will also be displayed by clicking on a search result when using the search bar to find a specific wheelchair.

This information is only available if the MyLiNX mobile application has communicated with the MyLiNX website. The mobile application is designed to send information either when the user refreshes the data on the mobile application or up to every 12 hours if the mobile device is within Bluetooth range.

The LiNX control system stores a minimum of three days data. As a result the data for a wheelchair may be incomplete if the user has not been regularly using the MyLiNX mobile application.

If no data is displayed or a wheelchair has a data transmission alert, getting the wheelchair user to connect their MyLiNX mobile application with their wheelchair will update the wheelchair data within the MyLiNX website. The MyLiNX website may take up to five minutes to update following a user connecting the mobile application.

The MyLiNX website will display up to three months of historical data for any specific wheelchair. After three months, the data will be archived.

5.7.1 Wheelchair menu

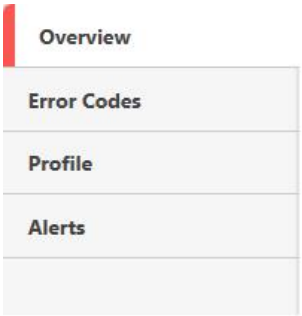


Figure 12: The wheelchair menu

The wheelchair menu offers four options:

Overview — see *5.7.2 Overview*,
Error Codes — see *5.7.3 Error codes*,
Profile — see *5.7.4 Profile*,
Alerts — see *5.7.5 Alerts*.

This menu is displayed regardless of the sub-page selected.

5.7.2 Overview

The overview page is the default page when clicking on a wheelchair link from the main dashboard, wheelchair list, wheelchair alert pages or from a search result.

Figure 13: Detailed Wheelchair List

5.7.2.1 Wheelchair identification

Displays the **Wheelchair ID** given to the wheelchair when the profile was created.

5.7.2.2 Wheelchair usage

The wheelchair usage panel provides statistics on the driving profile of the monitored wheelchair:

Figure 14: Wheelchair usage

Total Drive Time — shows the wheelchair's drive time in hours for the last 24 hours (Day), last 7 days (Week), last 30 days (Month) and since the data collection began (Total).

Power cycles — shows the number of times the wheelchair control system has been switched on since the data collection began.

Power up Time — shows the accumulated number of hours the wheelchair has been powered on since the data collection began.

Battery Cycle — shows the number of battery cycles for the wheelchair's current batteries compared to the number set up as the maximum defined when the wheelchair profile was created.

Battery Abuse — shows the accumulated operating hours, since the data collection began, for when the battery's voltage was below 23.9V.

5.7.2.3 Battery health and charging status.

The default view for the battery health status is the 24 hour view. The graph consists of two vertical axis and one horizontal:

- The **left-hand** side shows the state of charge of the battery (0-100%), shown in increments of 25%;
- The **right-hand** side shows the battery voltage (0-30 V), shown in increments of 10 V;
- The **horizontal axis** represents the time of day (0h00 to 24h00), shown in blocks of 4 hours.

The blue graph line indicates the battery's state of charge in % over the 24 hours for the day that has been selected at the bottom of the battery health graph – the current day is default.

The black graph line represents the voltage of the battery over those 24 hours.

The green blocks represent the amount of time (horizontal spread) that the battery has been charged for the selected 24 hours.

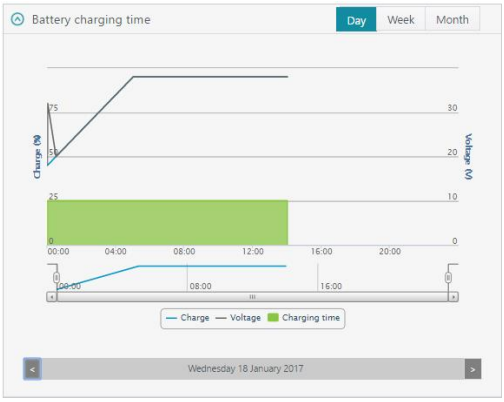


Figure 15: Battery health graph

To zoom in and out of the graphs, click and drag the left and right bookends on the timeline, as shown in *Figure 16*.

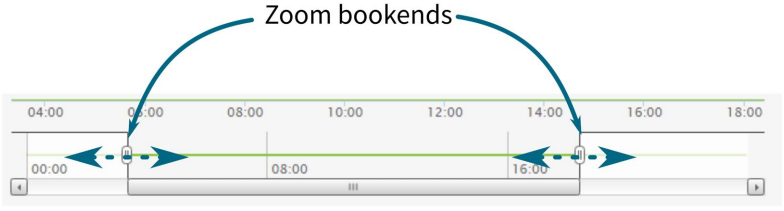


Figure 16: Zooming graphs with bookends

Each graph/charging block can be hidden or displayed by clicking on the graph caption (located just above the date selector) as shown in *Figure 17*.

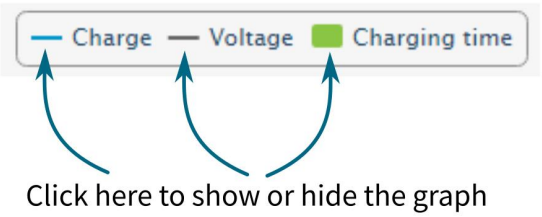


Figure 17: Show or hide graphs

Click on the date selector arrow to see results for previous days, in blocks of 24 hours.

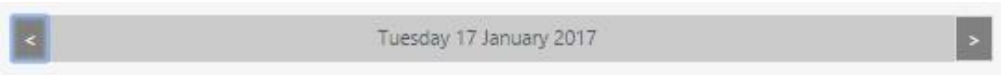


Figure 18: Date selector

Figure 19: Time view selection

To see the battery charging data for the whole week, click on the **Week** tab in the top right-hand corner of the **Battery health** table.

The graph displays a bar graph showing the charging time, in minutes per day, over the previous seven days, from the date indicated by the date selector.

To see the monthly statistics for battery charging, click on the **Month** tab at the top-right of the table. This will display the charging statistics in minutes for the 30 days previous to the date selected with the date selector.

State of charge and voltage are not displayed in the week or month views.

5.7.2.4 Driving statistics

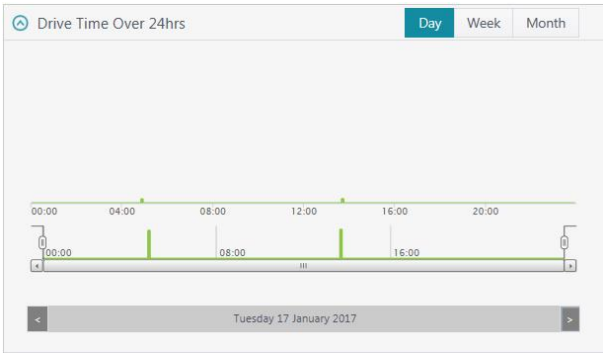


Figure 20: Driving statistics

The default driving statistics view is the 24 hour view.

The graph consists of a horizontal axis that represents the time (0h00 to 24h00), shown in blocks of 10 minutes, and vertical green graphs showing the driving activity during the selected 10 minute period (default is the current day).

To zoom in and out of the graphs, click and drag the left and right bookends on the timeline.

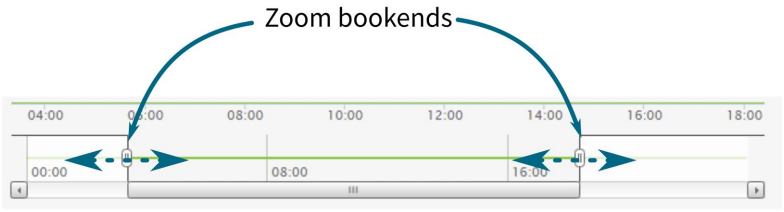


Figure 21: Zooming graph with bookends

Click on the date selector arrow to see results for previous days, in blocks of 24 hours.

Figure 22: Date selector

Figure 23: Time view selection

To see the week view of the driving statistics, click on the Week tab in the top-right corner of the Drive Time table.

The graph will now display the driving time in minutes per day over the previous seven days from the date indicated in the date selector.

To see the monthly view of the driving statistics, click on the Month tab at the top-right of the table. This will display the driving statistics in minutes for the 30 days previous to the date selected in the date selector.

5.7.2.5 Wheelchair health

The Wheelchair Health panel gives the current health overview of the wheelchair. Details include:

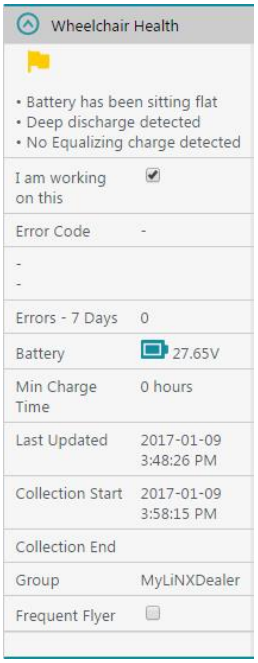


Figure 24: Wheelchair health

Quick status flag: displays the current wheelchair status – *See "Note" on page 14*.

I am working on this: a checkbox that allows the technician to acknowledge an issue on the wheelchair and helps them prioritise how they manage other issues. Red flags will always appear on top compared to yellow and green flags in the main dashboard.

Error Code: the error code at the last transmission, with its description. This will be blank if no error code was present at the last transmission.

Error – 7 days: displays the total number of error code events for the wheelchair that have occurred over the last seven days.

Battery: a graphical icon and numerical value representing the state of the battery based on its voltage at the last transmission.

Min Charge Time: the time set by the technician, when the profile was created, to indicate the minimum number of hours that the battery should be charged every day.

Last Updated: date and timestamp when the last data transmission was received.

Collection Start: date and time stamp when the data collection was started/profile created.

Collection End: date and time stamp when the data collection was stopped. This will remain blank until a chair is archived and monitoring stops.

Group: The group or subgroup the wheelchair is assigned to.

Frequent Flyer: A checkbox to monitor this wheelchair specifically through the Frequent Flyers tab in the dashboard.

5.7.2.6 Wheelchair details

This panel displays the data specific to the wheelchair being monitored. It includes information added at the time the wheelchair was added to the system and data collected from the wheelchair directly:

Type: displays the model of the wheelchair as defined when the wheelchair was added.

Serial number: displays the wheelchair serial number (or other asset identifier) as defined when the wheelchair was added.

Joystick: displays the user input detected by the system.

Power module: displays the model of LiNX power module detected by the system.

Figure 25: Wheelchair details side bar

5.7.2.7 Changed modules

This section highlights if the wheelchair has been modified with an addition or removal of a LiNX module.

If there has been a modification, a red flag is raised and the added or removed modules will be listed in this panel. A date for when the modification occurred and a checkbox also appear in this panel. The modification is approved by checking the checkbox. The red flag is removed when the modification is approved.

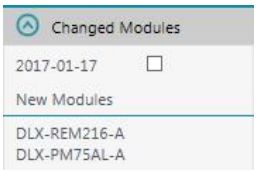


Figure 26: Changed modules

5.7.3 Error codes

The Error Codes page displays details regarding the current error codes (if any) affecting the wheelchair.

In addition, the total number of error codes detected in the last seven days (relative to the last update) is displayed in the top right-hand corner. Below this, the last four error code events are summarized. Clicking on one of these will open up more detailed information about the error.

This page also has a sub-menu page, **Error Codes History**. This page displays all historic error code events for the selected wheelchair including the date and time they occurred.

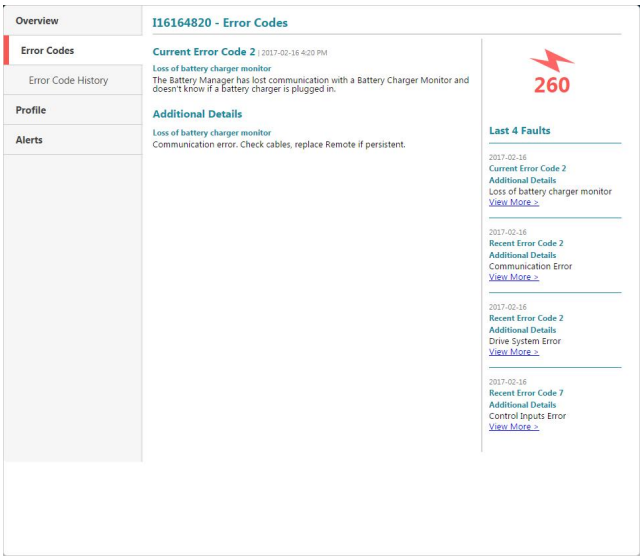


Figure 27: Error codes

Clicking on a date and time will open up detailed information about that historical error code event.

5.7.4 Profile

The Profile page displays the details that were recorded about the wheelchair when it was added to MyLiNX:

- Wheelchair ID
- Wheelchair Reference
- Device ID
- Wheelchair Type
- Wheelchair Serial Number
- Data Collection dates
- Battery Configuration Details

The profile can be edited by selecting the **Edit Profile** button.

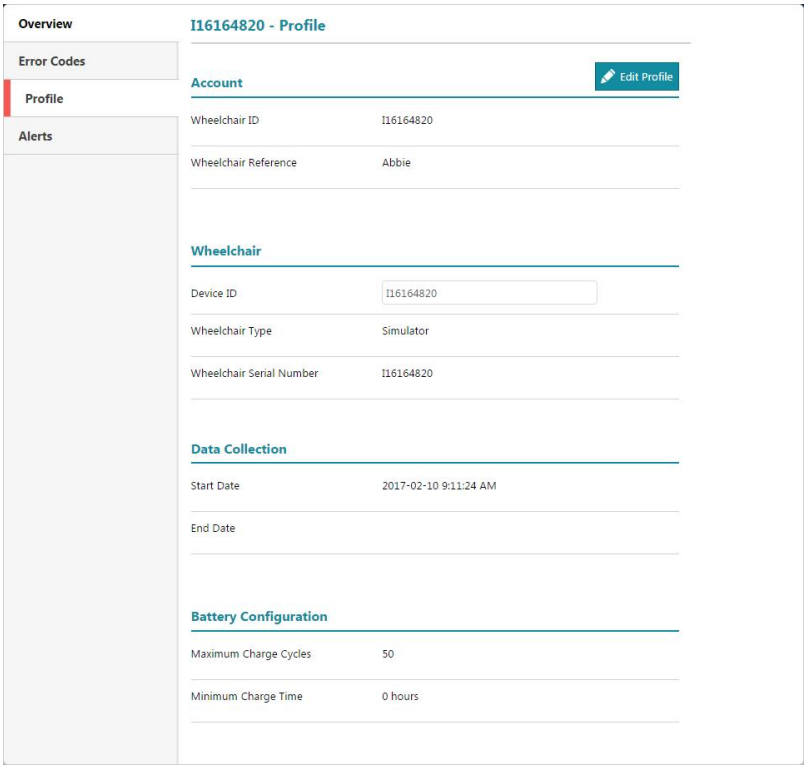


Figure 28: The profile page

Note

Wheelchair Device ID cannot be edited after initial setup.

5.7.5 Alerts

The Alerts page shows a summary graph of all the alerts for the wheelchair.

The alerts shown are:

- Overcharge
- Equalizing
- Discharge
- Sitting Flat
- Battery Low
- Error
- Transmission
- Abuse

The option to show alerts for the last day, week or month is included. A daily list of the alert history is displayed under the graph.

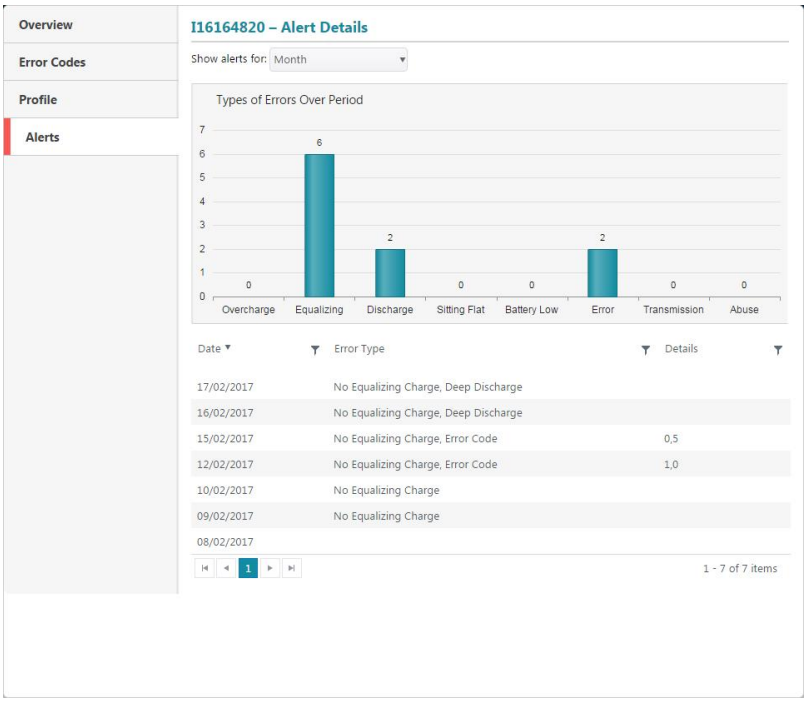


Figure 29: Alerts page

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Adding wheelchairs

6 Adding wheelchairs

6.1 Overview

For each wheelchair that you wish to monitor with MyLiNX, you will need to:

- Add the wheelchair to the MyLiNX website
- Set up the MyLiNX mobile application

The procedure for adding a wheelchair assumes that it has not previously been added to the MyLiNX website and the user has not set up their MyLINX mobile application. If the user has already set up their MyLINX mobile application with their service centre details, please see the note at the end of this section.

6.2 Adding a new wheelchair to the MyLiNX website

The following directions are for adding a new wheelchair to the MyLiNX website prior to the end-user downloading and using the MyLiNX mobile application.

1. Open a web browser, and log in to your MyLiNX account.
2. Click on the **Add New Wheelchair** button in either the **Settings** or **Wheelchair List** pages – a blank **New Profile** form will be displayed.

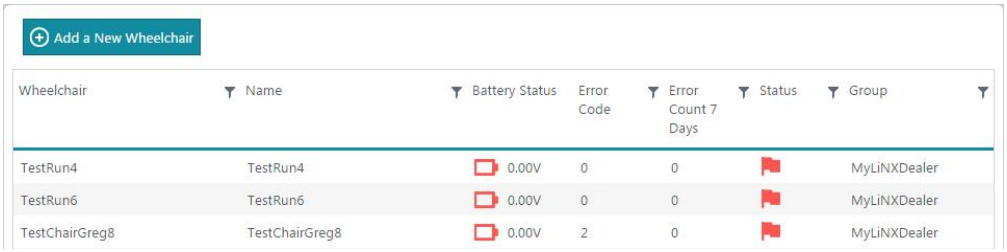

Figure 30: Add a New Wheelchair button in the Wheelchair List page

3. Enter the new wheelchair profile details under the Account, Wheelchair and Battery Configuration subsections.

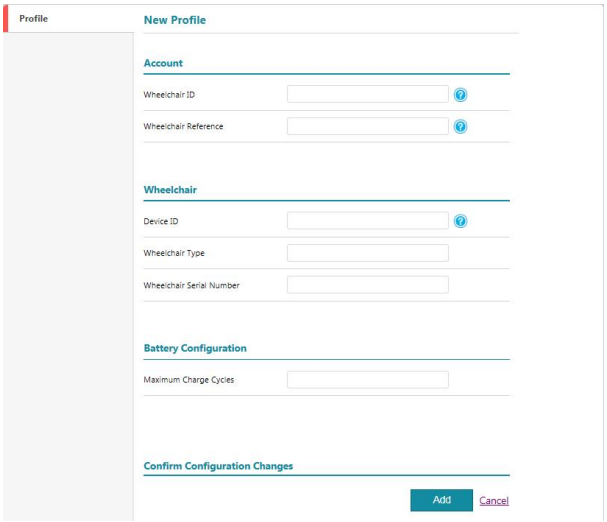

Figure 31: New Profile form

6.2.1 Account

Enter the following account information to identify the individual wheelchair.

6.2.1.1 Wheelchair ID

This should be the primary identifier used in the MyLiNX website. Typically this should be a client reference number but could also be the serial number of the wheelchair or an asset register number.

6.2.1.2 Wheelchair Reference

This is an optional field that can be used as a secondary identifier or as a reference to the type of wheelchair usage.

6.2.2 Wheelchair

Enter the following wheelchair information.

6.2.2.1 Device ID

The Device ID must be the serial number of the wheelchair's power module. The device ID must be entered correctly for the MyLiNX website to be able to link the data sent from the wheelchair.

Note

It is vital that the Device ID and the serial number of the power module match. The serial number of the power module can be identified directly from the power module or alternatively from the MyLiNX App or the LiNX Programming and Diagnostic tools.

6.2.2.2 Wheelchair Type

Enter the make and model of the wheelchair. For example, *Invacare Mirage*.

6.2.2.3 Wheelchair Serial Number

Enter the wheelchair serial number (if available) – or any other identifier that will help you track the wheelchair's history of call outs, repairs, etc.

6.2.3 Battery Configuration

6.2.3.1 Maximum Charge Cycles

Enter the maximum number of battery charging cycles as set by the battery's supplier (e.g. 500).

Once the above information is entered, click the **Add** button. The new wheelchair will now be added to your dashboard and other views. No information will be displayed about this wheelchair until the wheelchair user's mobile application is connected.

6.3 Setting up the MyLiNX mobile application

To enable data to be transferred to the MyLiNX website the end-user must download the MyLiNX mobile application, enter the relevant service centre information and connect the application to their wheelchair.

6.3.1 Downloading

The MyLiNX mobile application is available in both iOS and Android versions. To find the application, search for MyLiNX in the relevant App store and install the application onto an appropriate mobile device. The MyLiNX icon will appear on the mobile device.

Select and start the MyLiNX mobile application. The first time the application is started it will prompt the user to accept the terms and conditions of use. The application will not display any data until it has connected with a LiNX wheelchair control system.

6.3.2 Entering service centre contact details

Within the MyLiNX application, select **Settings** from the menu page or tap on **Tap here to connect** from the home screen. Under the heading **Service Contact Details**, select **Set service centre details** and enter the name, phone number and e-mail address of the service centre. This information is necessary to enable any data collected about a specific wheelchair to be made available to the dealer or service centre responsible for the wheelchair.

Note

If the service centre details are not entered, or not entered correctly, data from the wheelchair will not appear in the MyLiNX website for that dealer or service centre.

6.3.3 Connecting to a wheelchair

The MyLiNX mobile application can connect to any Bluetooth-enabled LiNX wheelchair system. In order for the MyLiNX application to connect however, the user must ensure that their mobile device's Bluetooth is switched on.

Within the MyLiNX application, select **Settings** from the menu page or tap on **Tap here to connect** from the home screen. A list of available LiNX wheelchairs will appear under the heading **Nearby Wheelchairs**. Only wheelchairs that are in Bluetooth range will be shown and will be listed by the remote module's serial number (REM-XXXXXX-X). Select the wheelchair remote module that is installed on the wheelchair to be monitored.

Note

In most situations only one wheelchair will be listed, as no other remote modules will be within Bluetooth range. If multiple remote modules are listed (as may happen in a workshop or hospital setting) the remote modules will be listed by the serial number. This number can be located on the underside of the remote module.

Once a wheelchair has been selected the MyLiNX mobile application should automatically connect to the wheelchair and download the latest diagnostic information. This information will be displayed within the application and automatically sent to the MyLiNX website. To manually update the data from the wheelchair, select **Refresh** from the menu page.

Once connected to a wheelchair, the MyLiNX application will automatically connect to that wheelchair when in Bluetooth range.

Note

If the user enters the service centre details into the MyLiNX mobile application and connects to their wheelchair before the service centre adds the wheelchair to the MyLiNX website, the wheelchair will automatically be added to the MyLiNX website under the serial number ID. In this situation the service centre does not need to add a new wheelchair but can edit the wheelchair details via the profile page on the detailed wheelchair view.

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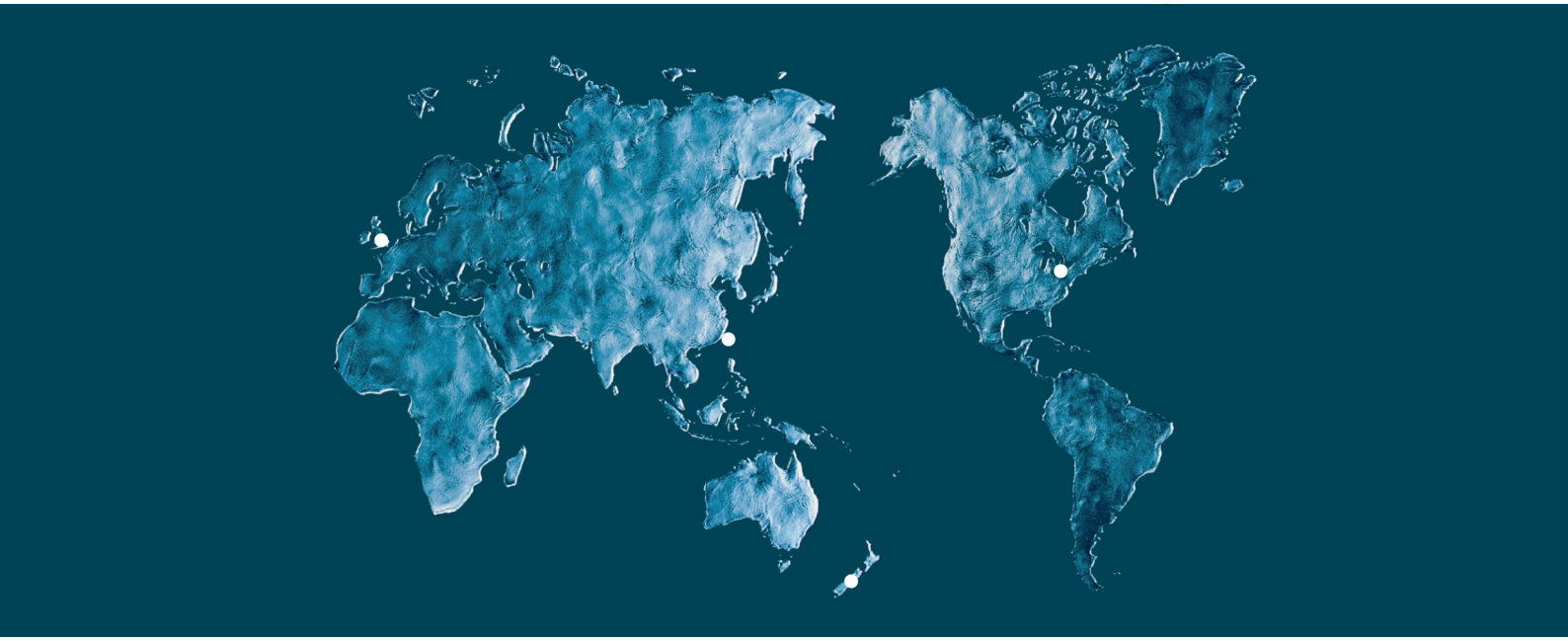

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Dynamic Controls was established in 1972 and is headquartered in New Zealand.
Regional centres are located in Europe, United States, Asia, and Australasia.

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