

Quantum FAQ

Field Migration Away From Hand Held Programmers and To Power Chair Programming With ECON App (via phone or computer)

Quantum's Q-logic Handheld Programmer (HHP) has reached memory capacity sooner than anticipated. As a result, we are moving forward immediately with transitioning all programming functions to the ECON I (iPhone and iPad) and/or ECON W (windows) platforms.

Effective Wednesday 6/18, programming through the HHP will be disabled for all new production chairs as well as any units or components shipped through parts. While we recognize that this may be inconvenient, this step is necessary to ensure continued performance and scalability.

Quantum's programming apps currently only work with iPhones but they are working on an Android compatible app with goal launch before year-end.

NSM has approved both the "ECON W" (computer compatible) and "ECON I" (iPhone compatible) and "Interactive Assist" apps so all technicians and ATP may download these apps from the "Company Portal" onto their device for chair programming and trouble shooting without requesting access to NSM's IT.



Image of "Company Portal" icon pinned to your computer task bar and on your company phone

NSM currently has 470 employees enrolled with ECON. NSM recommends that all ATP and Service Technicians install these apps on their devices and enroll with their NSM Email Address.

Training And Support

- [Link To Video Tutorial Using ECON](#)
- New technicians will be assigned this video tutorial through NSM-U during new hire training
- Matt Germain and Quantum will be hosting live virtual trainings for technicians throughout July
- Contact your local Quantum Rep for local training and support

Benefits To Econ Apps

The Apps are more intuitive for easier chair programming, more accessible so every tech and ATP has access to programming or identifying faults and reduces the cost of having individual handheld programmers.

Many parameters can be adjusted while the client is performing the task so you can adjust and fine tune the parameters as the client performs the task. This should reduce the amount of time to program the chair and provide better intuition.

"Interactive Assist" App allows Quantum Programing Tech Support to join into a power chair programming session and assist with troubleshooting the set up for the chair.

FAQ

Q: It is after June 18th and NSM just received a new power chair from Pride/Quantum. Will the ATP/Tech be able to use the Hand Held Programmer for programming at delivery?

A: No- chairs shipped from Pride/Quantum after June 18th should be programmed with the ECON App as the handheld programmer capability has been deactivated.

Q: NSM has just received a new replacement joystick to repair a client's chair, will the technician be able to use a handheld programmer to deliver and program this new joystick?

A: No- the technician or ATP performing the delivery will only be able to use the ECON app on their phone or computer to program the replacement joystick controller.

Q: Will the ECON app work without a data connection?

A: Yes- the ECON app for phone or computer will work without a data connection as long as the user of the app has logged into the app on-line within the past 30 days. We recommend setting a reminder every 30 days to prompt the technician/ATP to user authenticate the app so that it will be ready to use when they are in the field and may not have a data connection.

Q: How often will I have to update my user password?

A: The system requires a password change every 180 days. Changing the password can be accessed directly through the applications from the cloud icon (Econ-w) or tapping the "Q" logo (Econ-i).

Q: A consumer's chair was delivered 2 years ago in 2023 but it recently accepted a Firmware update from Quantum. Will the technician be able to change the speed parameters with a handheld programmer?

A: No- now that the power chair has the latest firmware settings, it will only be able to be programmed by the ECON app.

Q: Will all Quantum chairs be impacted and now only able to be programmed through ECON?

A: Yes - Only Quantum systems with Q-logic electronics (Q-logic 3 and QLNES) are impacted by the HHP change.

Pride chairs are not affected (do not have Bluetooth capability) and will continue to be programmable with their respective programmers.

- PP1 air med elite es go chair (anything but HD)
- Dynamic Linx Elite HD EVO 614HD 600ES EVO614
- Dynamic Linx or Shark (blue) Elite 14, Linx adapter with Linx electronic

Q: I do not have an iPhone. In the absence of an iOS device and without Android support for ECON, what alternatives exist?

A: Quantum has sent a short-term fix which will allow handheld programmers to work on Quantum including the loading of XPA files. This fix will only work through year end by which time we will have an Android compatible ECON App.

If you receive a “memory full message” and are not allowed programming on that specific unit another alternative is to use the ECON-W app on your computer to program the power chair which will require a cable connection.

Q: Does ECON require an active data connection at the time of programming?

A: No a data connection is not required to use the app for programming, as long as the individual has logged into the app within the past 30 days.

Q: How frequently will I need to accept App updates to ensure the ECON app will work on my phone or computer??

A: Typically, there may be an updated to the app twice a year.

Q: The technician is in the field and having challenges programming a new alternative drive control with a Quantum Group 3 chair. What could they do?

A: Use the Interactive Assist App on their phone to connect with Quantum tech support to assist with programming.

Q: What system requirements are needed from the iPhone or tablet to work with ECON-I or ICON-W?

A: iOS 17 or higher, 64-bit version

iPhone

- iPhone 12 and later
- iPhone XS/XR
- iPhone SE 2nd generation

iPad

- iPad Pro 2nd generation 12.9 inch and 1st generation 11-inch models and later
- iPad Air 3rd generation and later
- iPad 6th generation and later
- iPad mini 5th generation and late

NSM IT is currently providing iPhone 14s, 15s, and 16e's; which are all successors of the iPhone 12 and run current iOS updates compatible with ECON-i

