DISCOVER THE MYLINX APP

The app that keeps you connected

MY LiNX™

The revolutionary technology that gets to the heart of a powerchair

▶ **The new MyLiNX system from Invacare is a first in the powerchair industry - a system and application which gives professionals and end users an unparalleled insight into the health and performance of their chairs.**

Designed to meet the needs of a more technologically literate and connected world, the MyLiNX App connects to any Invacare LiNX enabled powerchair:

• Giving quick, easy access to detailed status and performance statistics

• Enhancing a user's confidence with easy-to-understand diagnostic information

• Creating a quicker, more robust support structure between end users and mobility professionals

This app - the first of its kind - will revolutionise the way that people interact with powerchairs and signal a change in what people expect from their mobility devices.

How does the MyLiNX System work?

▶ **MyLiNX functionality is incorporated into the LiNX powerchair system and collects data about the powerchair, then transmits it, via Bluetooth wireless technology, to the MyLiNX App on a user's smart phone.** The app displays this data for the user to view and transfers it wirelessly, over a cellular or WiFi network, to a data warehouse located within the cloud. The information about specific powerchairs is then made available to subscribed support organisations through the MyLiNX website.

1

LiNX Powerchair

6 Online Web Access

MYLiNX

5 Secure Cloud Storage

4 Cellular / WiFi Connection

3 iOS or Android Device

2 Bluetooth 4.0 Connection

MyLiNX Dashboard   More

Battery Charge
82%

Battery Usage

Drive Time
% of powered up time
60%

Last updated: 22/02/17, 14:33

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What can the
MyLiNX
App do for you?

▶ **For as long as powerchairs have been on the market, the demands of users have always been focused in two specific areas: Reliability and Performance.**

Invacare's powerchairs have always been designed and manufactured to the highest standards, but we took the development of a new control system as an opportunity to bridge a technological gap that had begun to develop between disability aids and people who use them.

In an increasingly connected world we have seen everything from our central heating to our kettles being connected to our smart devices. So we asked the question "Why not our powerchairs?"

Of course, it would have been pointless to develop any old app, instead we concentrated on what people had been asking us for - things to help them understand their chair better, to improve reliability and, in the event that it does develop, a speedy way to resolve it and get them up and running again.

Clarity of Information

▶ **Tired of looking at a flashing red light and thinking "what does that actually mean"?**

The **MyLiNX App** eliminates the guess work from things such as remaining battery life and fault codes (e.g. parking brake on).

The app provides clarity and insight into diagnostics that people have never had access to before.

Increased Confidence

▶ **Do you want to have increased confidence in your powerchair's reliability and performance?**

With the **MyLiNX App** installed powerchair users will automatically gain an increased confidence when using their chair.

The app will provide a clearer understanding of a powerchair's state of health and also give a quick, simple mechanism for communicating issues with the chair's supplier.

On Demand Advice

▶ **Is getting maximum performance from your powerchair important to you?**

Sometimes it can be difficult to take in all the information when you get your new powerchair. Things such as correct maintenance and the best way to look after your battery can often be forgotten.

The **MyLiNX App** provides on demand advice - linked to diagnostics from your chair - to help better maintain your powerchair, increasing performance and minimising both risk and servicing needs.

Quicker, Easier Support

▶ **Frustrated by the difficulty and time it takes to get a response in reply to a service request?**

The **MyLiNX App** can send fault data directly to support teams, removing the need for a technician to schedule a home visit, or for a user to send their chair to a service centre to diagnose faults.

Hopefully, our powerchairs will never malfunction, but in the event one does, with the **MyLiNX App** users can eliminate some of the stress typically associated with getting their chair fixed.
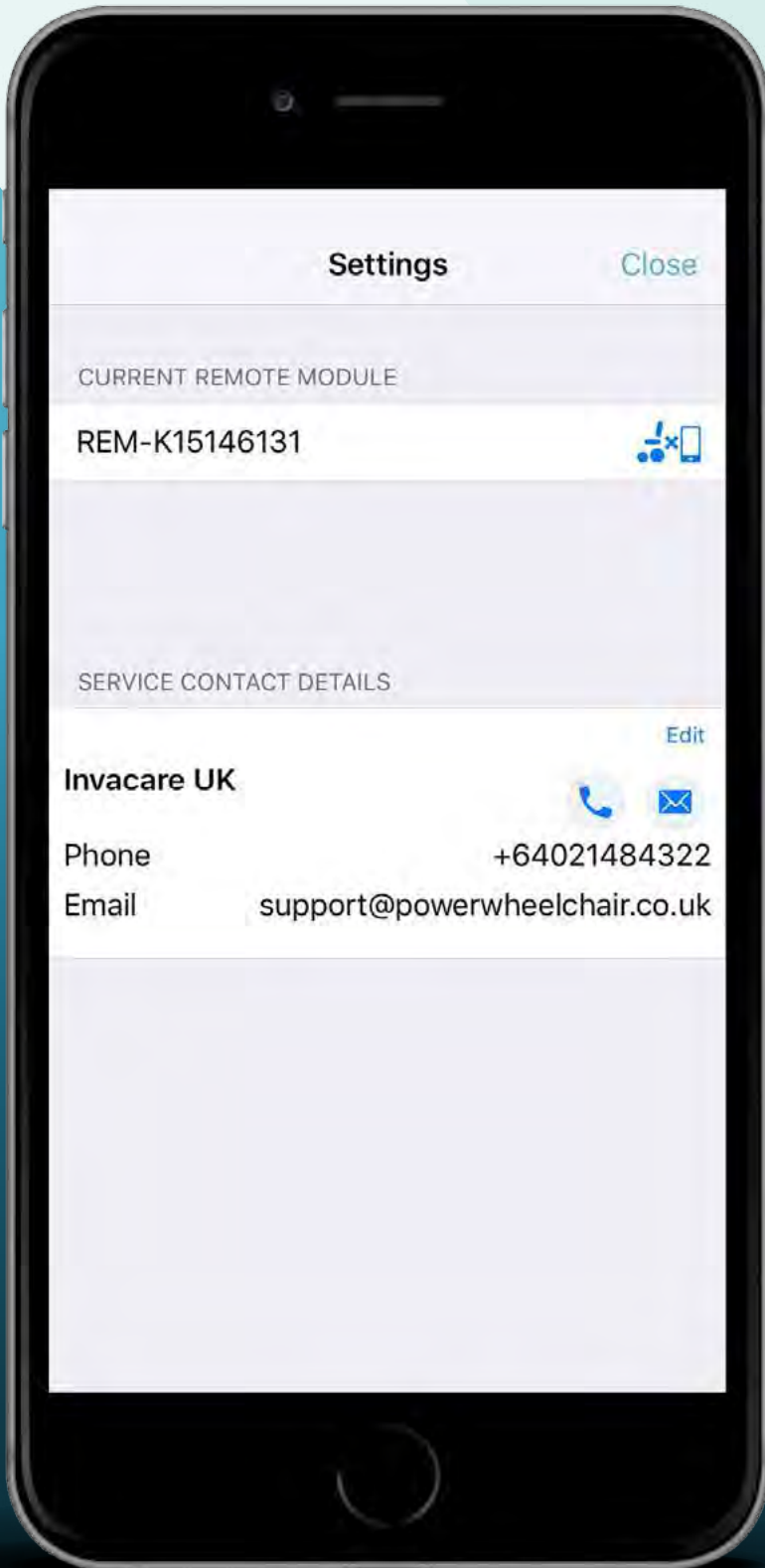
MyLiNX Smart Device App

Empowering powerchair users through technology and information

▶ **The MyLiNX App can be download free from the Apple App Store and Google Play Store. When installed, the app provides the link for transferring data from a LiNX enabled powerchair to the MyLiNX Cloud. App features include:**

- Detailed and accurate battery information

- Detailed and accurate fault code information

- A feature to allow quick and easy contact with the powerchair's mobility dealer

- Ability to easily inform a mobility dealer of current faults/chair health with diagnostics direct from the app

- Automated alerts to assist better battery care, by alerting to poor charging events

- A clear, simple user interface and menu set-up

- Future ability to add languages and additional hints and tips.

Settings Close

CURRENT REMOTE MODULE

REM-K15146131

SERVICE CONTACT DETAILS

Edit

Invacare UK

Phone +64021484322
Email support@powerwheelchair.co.uk

< Back **Battery Charge** Refresh

78%

Last Charge Started: 9/02/2017, 12:35:26

Battery charging cycles	0.0 ⓘ
Deep discharge warnings	4 ⓘ
High battery events	1 ⓘ
Low battery events	10 ⓘ
Average Voltage	24.7V ⓘ

DOWNLOAD FREE

from the Apple App Store
and Google Play Store

What are the benefits of the MyLiNX System for Service Providers?

MyLiNX is a powerchair servicing and diagnostics tool that delivers real-time powerchair system information to Service Providers.

MyLiNX allows for the remote monitoring of a fleet of Invacare LiNX powerchairs, using Internet of Things (IOT) technology and an end user's smartphone.

By accessing system information from the powerchair, the **MyLiNX App** supports the diagnostic needs of the user, whilst also helping to reduce maintenance and service costs by delivering this diagnostic information to a cloud-based, remote monitoring solution accessible by Service Providers.

Please be aware that data protection protocols are in place within the system to ensure the anonymity of users' personal information where specified.

Cost Savings

MyLiNX System integration brings Service Providers reduced infield support costs.

Regardless of the size of your fleet - be it one chair or 100 - integration with the app enables service centres to remotely monitor and manage their fleet of powerchairs.

This remote access brings cost savings through reduced customer visits, quicker and more accurate fault communication from users, as well as identification and education of battery charging issues resulting in few battery replacements.

The **MyLiNX System** means higher rates of 'first time fixes' for Service Providers.

Reduced Risk

▶ With **MyLiNX System** integration, Service Providers now have the ability to proactively manage servicing of powerchairs, in turn reducing the risk of missing out on potential servicing revenue.

Furthermore, better management of servicing could also result in lower costs, by removing unnecessary service based on analysis of information from the **MyLiNX App**.

Better Understand Customers

▶ The data collected from the **MyLiNX App** - allowing for the user's preferences - can be used to profile and better understand different groups of user.

The diagnostic data can help Service Providers understand the demands and changes in the usage being placed on a powerchair.

With this information customer needs can be better understood and an overall higher level of service provided to powerchair users.

Competitive Advantage

Only authorised Invacare dealers will be allowed access to the **MyLiNX System**.

This means that approved Service Providers can have access to the most up-to-date and advanced powerchair software on the market.

Having this access will allow dealers to better look after their customers, assets and business which, in today's market, are key factors to success.

MyLiNX System Dealer Portal
Reduce TCO and increase customer satisfaction

▶ **The MyLiNX Dealer Portal can be accessed at www.invacare.co.nz/linxcontrol or www.invacare.com.au/linxcontrol. It delivers information aimed at increasing the efficiency of support operations, thereby reducing the total cost of ownership (TCO) of a powerchair fleet.**

Working from data supplied by a users MyLiNX App the system allows Service Providers to access the current health of a single powerchair or overall diagnostics for a selected group.

Features include:

- A fleet dashboard with flags alerting staff to potential chair issues

- Current chair configuration with all present LiNX modules displayed

- Detailed chair view including fulldrive statistics, current and historic fault information, battery state of charge, voltage and charging history, displayed through daily, weekly and monthly graph views and counters.

- Reporting of high frequency chairs for faults and battery issues.

The MyLiNX portal operates within the Microsoft Azure platform enabling a high level of data security and integrity. No personal or end-user data is collected or stored in the MyLiNX web portal.

Battery alerting
based on best practice battery charging and maintenance.

Integration with LiNX Controls

► **The LiNX Control System was developed with ease of use, simplicity and reliability in mind. It is easy to understand and use for everyone, including those with limited cognitive abilities**

Thanks to a unique modular design, the future proof system can be seamlessly expanded and tailored to complement changing needs.

Each controller has an inbuilt Bluetooth 4.0 connection, which allows it to connect to a users smart device and send detailed information to the **MyLiNX App** in real-time.

To find out more about LiNX Controls, please visit: **www.invacare.co.nz/linx4u** or **www.invacare.com.au/linx4u**

3.5"
touchscreen

DOWNLOAD FREE

from the Apple App Store and Google Play Store

DOWNLOAD NOW