

Web IQ – Online Power Chair Parameter Configurator

- What's the component's detailed function?
- How to use it

What's the Component's Function?



- Web IQ online power chair parameter configurator
- Web IQ is a configurator/database for Sunrise Medical power wheel chairs
- When a chair is manufactured each chair's controller configuration is stored in that database
- Serial and order (FIN) number identify the chair uniquely in that database
- Web IQ stores the power chairs factory parameter settings. They are available for download 24/7
- Web IQ can also create new configuration profiles for VR2, R-Net or LiNX equipped Sunrise Medical power chairs (special controls updates, motor type changes, etc.)
- Web IQ can also be used to store (upload) personalized settings of a power chair
- Web IQ contains always the latest factory parameter settings, PC programming software and Software Drivers for downloads

- Web IQ online power chair parameter configurator
 - IMPORTANT to know
 - Any file drawn from Web IQ will be stored in the chairs archive section with a time stamp
 - From Web IQ downloaded R-net parameter files are of a RNSS type (R-net subset file)
 - From Web IQ downloaded parameter files can only be opened with OEM PC software
 - Web IQ files can always be loaded into a chair, even with a dealer Version (you can not open the file, but write into the power chair controller)
 - Make sure you always use the latest dealer/OEM version to program a chair (latest versions are always available on the Web IQ site)
 - Writing a Web IQ file to a power chair will overwrite ALL chair parameters, hence make sure you read out the existent parameters first and save them for backup purposes

What's the Component's Function?

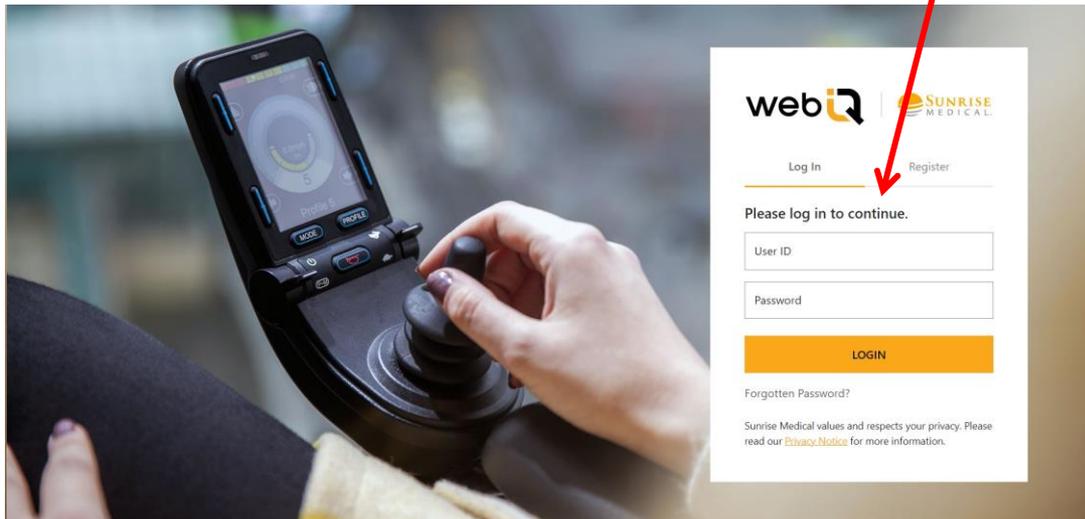
- Web IQ online power chair parameter configurator – Login Process

Add `www.sunmedwebiq.com` to your browsers command line and press ENTER



- A login request window will appear

Add your login data into the window and login



- Web IQ online power chair parameter configurator – Login Process

Through the menu, navigate to your account settings, where you can:

- Change your password
- Update your email address, phone number, language and date format

User password & preference maintenance

Change your password:

Enter new password:

Confirm password:

 The new password and confirm password must match.

Edit your details:

E-mail Address:

Telephone:

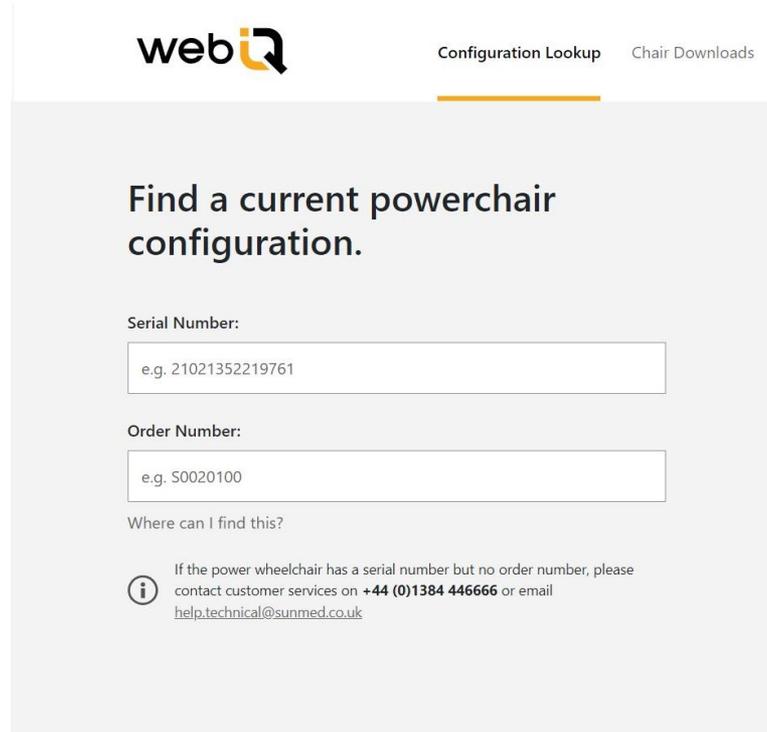
Display Language:

Date Format:

UPDATE

- Web IQ online power chair parameter configurator – Chair Lookup Process

Add the chairs Serial number and the Order Number / VIN (FIN for Germany) into the related fields and press ENTER (numbers can be found on the serial label attached to the product)

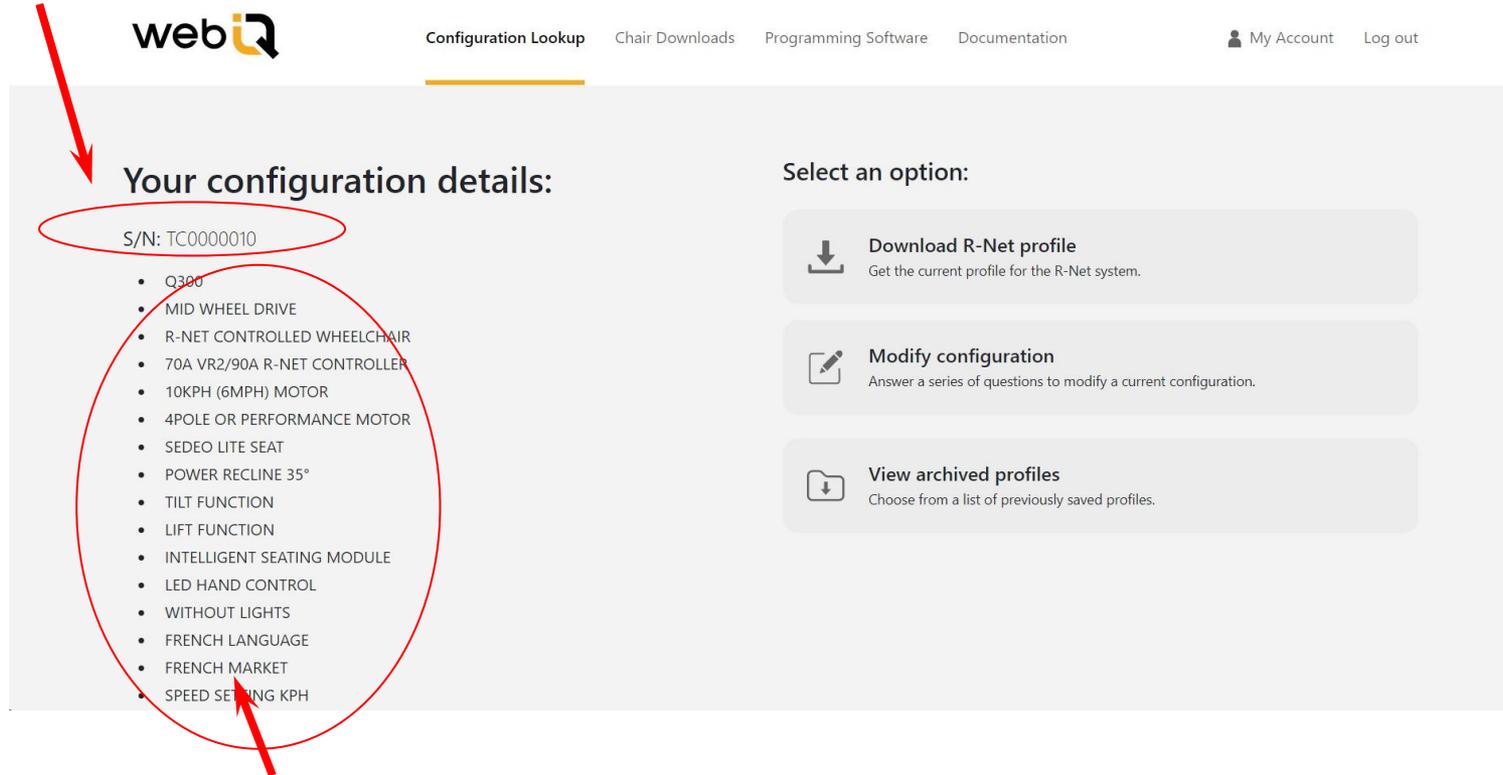


The screenshot shows the webIQ Configuration Lookup interface. At the top left is the webIQ logo. To its right are two navigation tabs: "Configuration Lookup" (which is active and underlined) and "Chair Downloads". The main content area has a heading "Find a current powerchair configuration." Below this are two input fields. The first is labeled "Serial Number:" and contains the example text "e.g. 21021352219761". The second is labeled "Order Number:" and contains the example text "e.g. S0020100". Below the input fields is the text "Where can I find this?". At the bottom left is an information icon (i in a circle). To its right is a note: "If the power wheelchair has a serial number but no order number, please contact customer services on +44 (0)1384 446666 or email help.technical@sunmed.co.uk".

What's the Component's Function?

- Web IQ – File download procedure

Chairs Serial number



The screenshot shows the webIQ interface. At the top, there is a navigation bar with the 'webIQ' logo, 'Configuration Lookup', 'Chair Downloads', 'Programming Software', and 'Documentation'. On the right, there are links for 'My Account' and 'Log out'. The main content area is divided into two sections. The left section, titled 'Your configuration details:', contains a list of configuration items. The first item, 'S/N: TC0000010', is circled in red. Below it is a bulleted list of specifications, which is also circled in red. A red arrow points from the 'Chairs Serial number' box to the 'S/N' field, and another red arrow points from the 'Chairs Specification' box to the list of specifications. The right section, titled 'Select an option:', contains three buttons: 'Download R-Net profile', 'Modify configuration', and 'View archived profiles'.

webIQ Configuration Lookup Chair Downloads Programming Software Documentation My Account Log out

Your configuration details:

S/N: TC0000010

- Q300
- MID WHEEL DRIVE
- R-NET CONTROLLED WHEELCHAIR
- 70A VR2/90A R-NET CONTROLLER
- 10KPH (6MPH) MOTOR
- 4POLE OR PERFORMANCE MOTOR
- SEDEO LITE SEAT
- POWER RECLINE 35°
- TILT FUNCTION
- LIFT FUNCTION
- INTELLIGENT SEATING MODULE
- LED HAND CONTROL
- WITHOUT LIGHTS
- FRENCH LANGUAGE
- FRENCH MARKET
- SPEED SETTING KPH

Select an option:

- Download R-Net profile**
Get the current profile for the R-Net system.
- Modify configuration**
Answer a series of questions to modify a current configuration.
- View archived profiles**
Choose from a list of previously saved profiles.

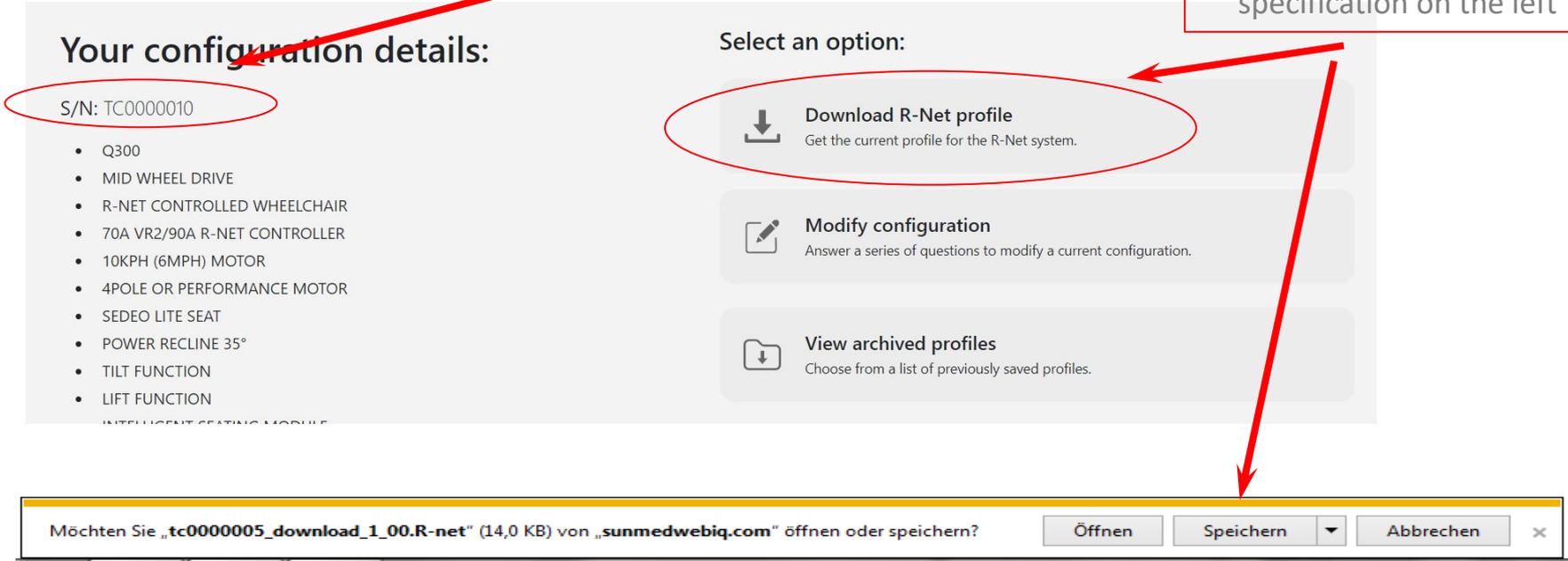
Chairs Specification

What's the Component's Function?

- Web IQ – File download procedure

Chairs Serial number

Download of chair parameters related to the specification on the left



The screenshot displays the 'Your configuration details' section on the left, listing various wheelchair specifications such as 'Q300', 'MID WHEEL DRIVE', and 'R-NET CONTROLLED WHEELCHAIR'. The 'S/N: TC0000010' is circled in red. On the right, the 'Select an option:' section contains three buttons: 'Download R-Net profile' (circled in red), 'Modify configuration', and 'View archived profiles'. A red arrow points from the 'Download R-Net profile' button to a Windows file dialog box at the bottom. The dialog box shows the file name 'tc0000005_download_1_00.R-net' (14,0 KB) and offers options to 'Öffnen', 'Speichern', or 'Abbrechen'.

When you click onto the Download Command, after a couple of seconds Windows will ask you to open or save the file. The file name will contain the serial number of the wheelchair you are about to re-program. You can only open and read a file if you have the R-net OEM PC programmer application installed on your computer. With the DEALER PC programmer it is still possible to write the file to the wheelchair.

What's the Component's Function?

- Web IQ – Archived parameter files

Chairs Serial number

Your configuration details:

S/N: TC0000010

- Q300
- MID WHEEL DRIVE
- R-NET CONTROLLED WHEELCHAIR
- 70A VR2/90A R-NET CONTROLLER
- 10KPH (6MPH) MOTOR
- 4POLE OR PERFORMANCE MOTOR
- SEDEO LITE SEAT
- POWER RECLINE 35°
- TILT FUNCTION
- LIFT FUNCTION

Select an option:



Download R-Net profile

Get the current profile for the R-Net system.



Modify configuration

Answer a series of questions to modify a current configuration.



View archived profiles

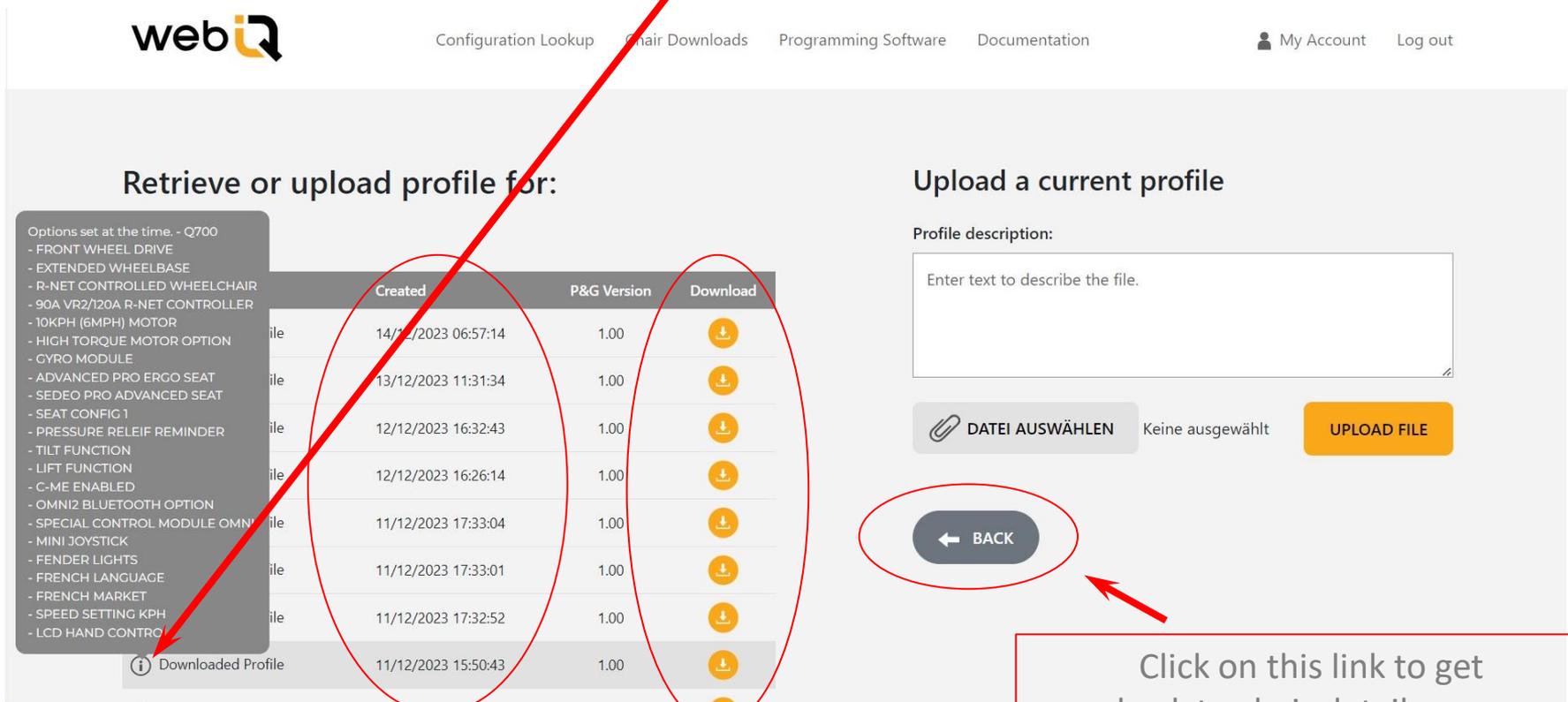
Choose from a list of previously saved profiles.

Chairs spec-change and
download history.
Click on it will show.....

What's the Component's Function?

- Web IQ – Archived parameter files

Moving the mouse pointer over a “i” will show a window containing chair details for the specific entry



The screenshot shows the webIQ interface with a table of archived parameter files. A red arrow points from the bullet point to the table. A red circle highlights the 'Created' column, and another red circle highlights the 'Download' column. A red circle highlights the 'i' icon in the first row of the table. A red circle highlights the 'BACK' button in the upload section. A red arrow points from the 'BACK' button to a text box.

	Created	P&G Version	Download
Options set at the time. - Q700 - FRONT WHEEL DRIVE - EXTENDED WHEELBASE - R-NET CONTROLLED WHEELCHAIR - 90A VR2/120A R-NET CONTROLLER - 10KPH (6MPH) MOTOR - HIGH TORQUE MOTOR OPTION - CYRO MODULE - ADVANCED PRO ERGO SEAT - SEDEO PRO ADVANCED SEAT - SEAT CONFIG 1 - PRESSURE RELIEF REMINDER - TILT FUNCTION - LIFT FUNCTION - C-ME ENABLED - OMNI2 BLUETOOTH OPTION - SPECIAL CONTROL MODULE OMNI - MINI JOYSTICK - FENDER LIGHTS - FRENCH LANGUAGE - FRENCH MARKET - SPEED SETTING KPH - LCD HAND CONTROL	14/12/2023 06:57:14	1.00	
	13/12/2023 11:31:34	1.00	
	12/12/2023 16:32:43	1.00	
	12/12/2023 16:26:14	1.00	
	11/12/2023 17:33:04	1.00	
	11/12/2023 17:33:01	1.00	
	11/12/2023 17:32:52	1.00	
 Downloaded Profile	11/12/2023 15:50:43	1.00	

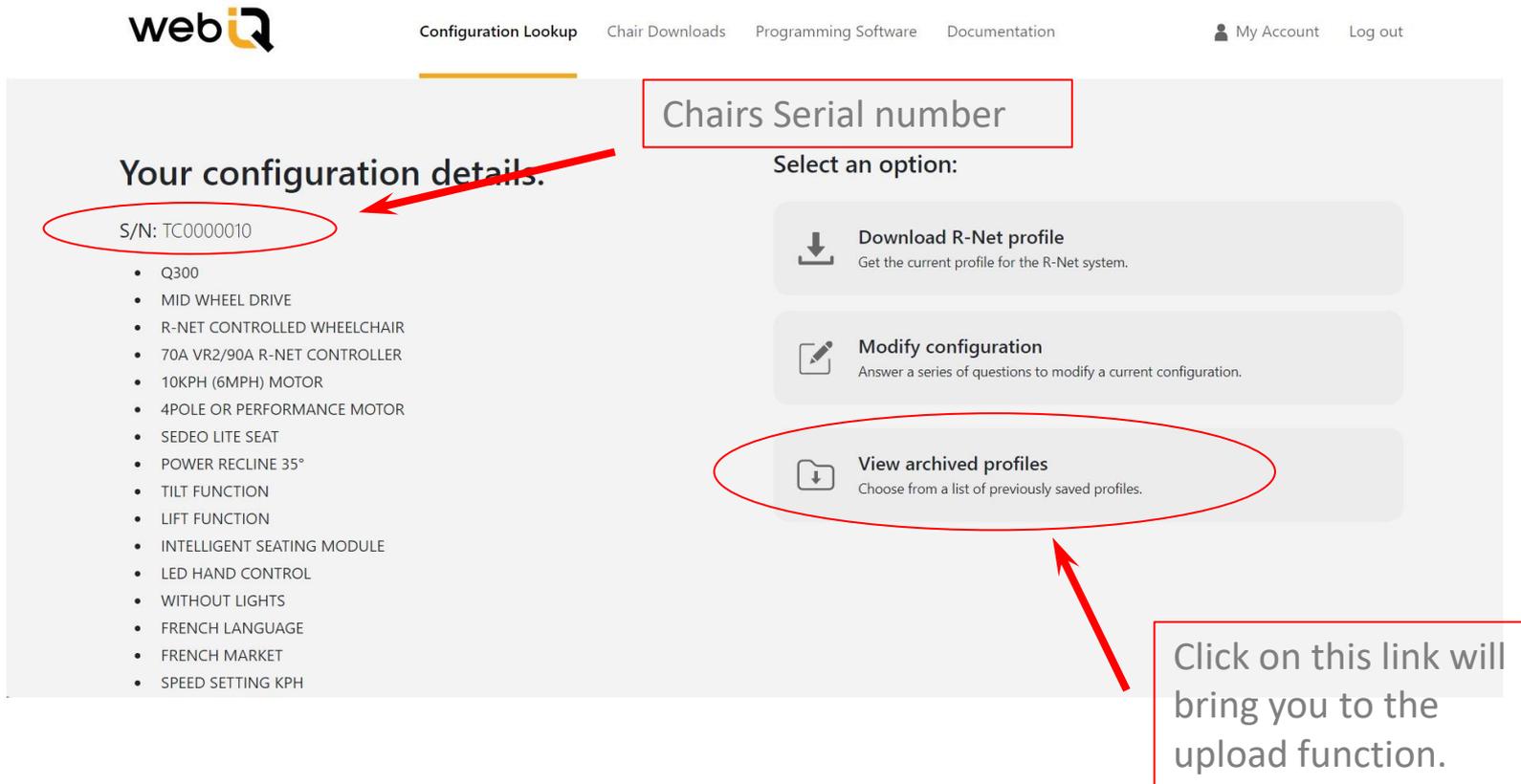
Time Stamp of all downloads

Download of a history file

Click on this link to get back to chair details page

What's the Component's Function?

- Web IQ – Upload Parameter files to the Web IQ Database



webIQ Configuration Lookup Chair Downloads Programming Software Documentation My Account Log out

Your configuration details.

S/N: TC0000010

- Q300
- MID WHEEL DRIVE
- R-NET CONTROLLED WHEELCHAIR
- 70A VR2/90A R-NET CONTROLLER
- 10KPH (6MPH) MOTOR
- 4POLE OR PERFORMANCE MOTOR
- SEDEO LITE SEAT
- POWER RECLINE 35°
- TILT FUNCTION
- LIFT FUNCTION
- INTELLIGENT SEATING MODULE
- LED HAND CONTROL
- WITHOUT LIGHTS
- FRENCH LANGUAGE
- FRENCH MARKET
- SPEED SETTING KPH

Chairs Serial number

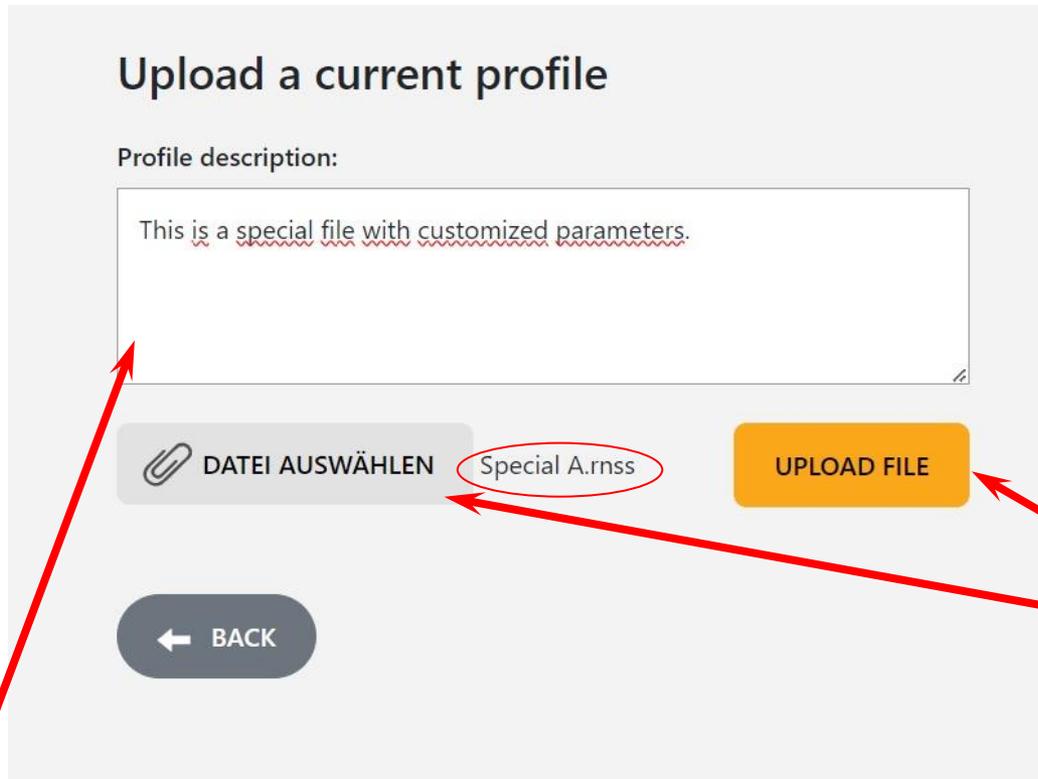
Select an option:

- Download R-Net profile**
Get the current profile for the R-Net system.
- Modify configuration**
Answer a series of questions to modify a current configuration.
- View archived profiles**
Choose from a list of previously saved profiles.

Click on this link will bring you to the upload function.

What's the Component's Function?

- Web IQ – Upload Parameter files to the Web IQ Database



At the right side of the archived file list the window will be shown.

Use this function to select a file from the hard drive to upload it to the archive.

Click on the file select button and search in the search window for the filename you intend to upload. When selected, the file name will appear next to the button.

Clicking on the upload button will upload the file to the archive.

Click on the PROFILE DESCRIPTION field and add any comment that you may want to add

What's the Component's Function?

- Web IQ – Upload Parameter files to the Web IQ Database

Retrieve or upload profile for:

S/N: TC0000010

Type	Created	P&G Version	Download
 This is a special file with customized parameters.	12/12/2023 05:51	1.00	
 Downloaded Profile	14/12/2023 06:57:14	1.00	
 Downloaded Profile	13/12/2023 11:31:31	1.00	

The text you have added into the text field will appear as soon as the mouse pointer is moved over the “i” icon.

This way any important message or parameter information can be saved with the custom parameter file.

To download a custom file you have to use the download command next to the related “Uploaded Dealer Profile” line.

What's the Component's Function?

- Web IQ – Power Chair Specification change (modification)

Chairs Serial number

Your configuration details:

S/N: TC0000010

- Q300
- MID WHEEL DRIVE
- R-NET CONTROLLED WHEELCHAIR
- 70A VR2/90A R-NET CONTROLLER
- 10KPH (6MPH) MOTOR
- 4POLE OR PERFORMANCE MOTOR
- SEDEO LITE SEAT
- POWER RECLINE 35°
- TILT FUNCTION
- LIFT FUNCTION

Select an option:



Download R-Net profile

Get the current profile for the R-Net system.



Modify configuration

Answer a series of questions to modify a current configuration.



View archived profiles

Choose from a list of previously saved profiles.

Click to open the configurator to modify the chair specifications

What's the Component's Function?

- Web IQ – Power Chair Specification change (modification)



Configuration Lookup Chair Downloads Programming Software Documentation

My Account Log out

Create New Profile for :

S/N: TC0000010

Answer the following questions to build a power wheelchair profile. Current options are pre-selected.

Select the relevant features you need according to your chair specification

Please select a drive wheel position:

MWD - Mid Wheel Drive

RWD - Rear Wheel Drive

Summary

Which base system does your chair have?
(Q300)

START OVER

NEXT →

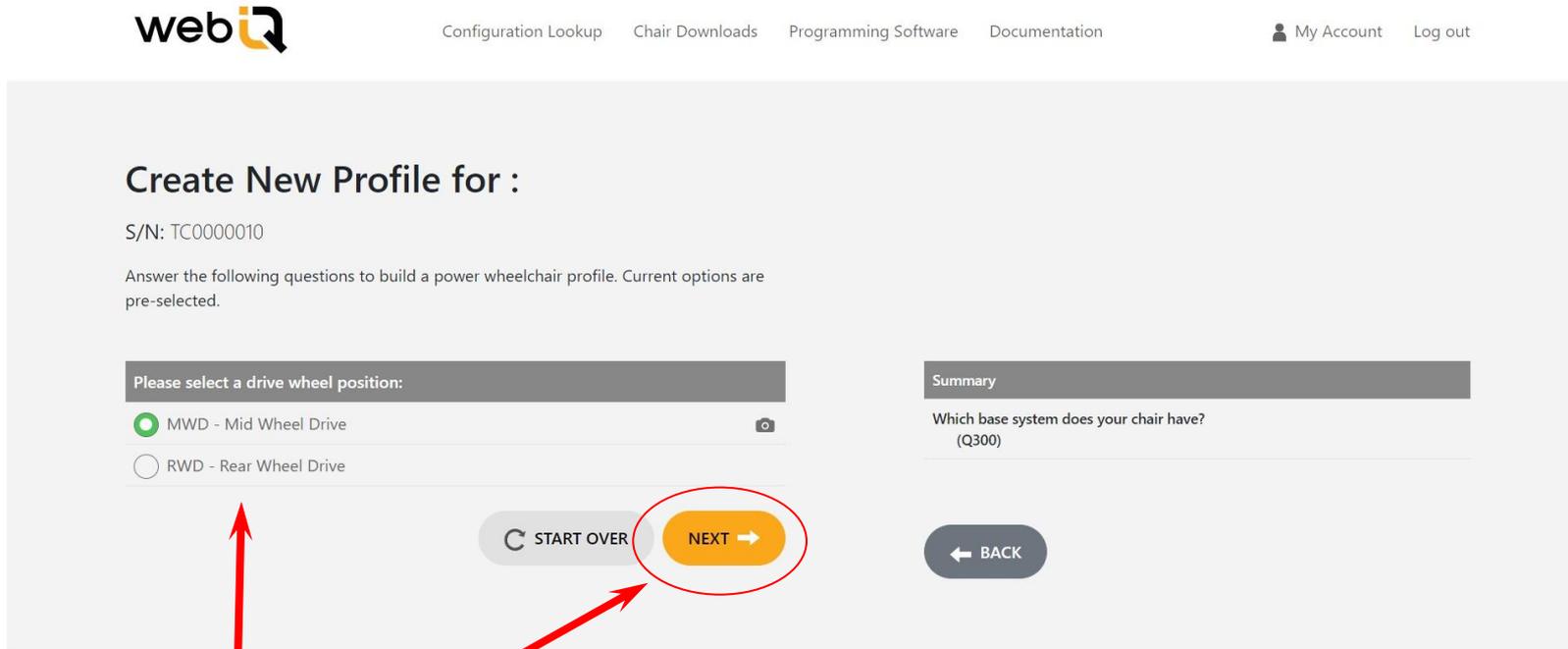
← BACK

Clicking the camera icon will open a picture of the option you may want to choose



What's the Component's Function?

- Web IQ – Power Chair Specification change (modification)



webIQ

Configuration Lookup Chair Downloads Programming Software Documentation

My Account Log out

Create New Profile for :

S/N: TC0000010

Answer the following questions to build a power wheelchair profile. Current options are pre-selected.

Please select a drive wheel position:

MWD - Mid Wheel Drive

RWD - Rear Wheel Drive

START OVER

NEXT →

Summary

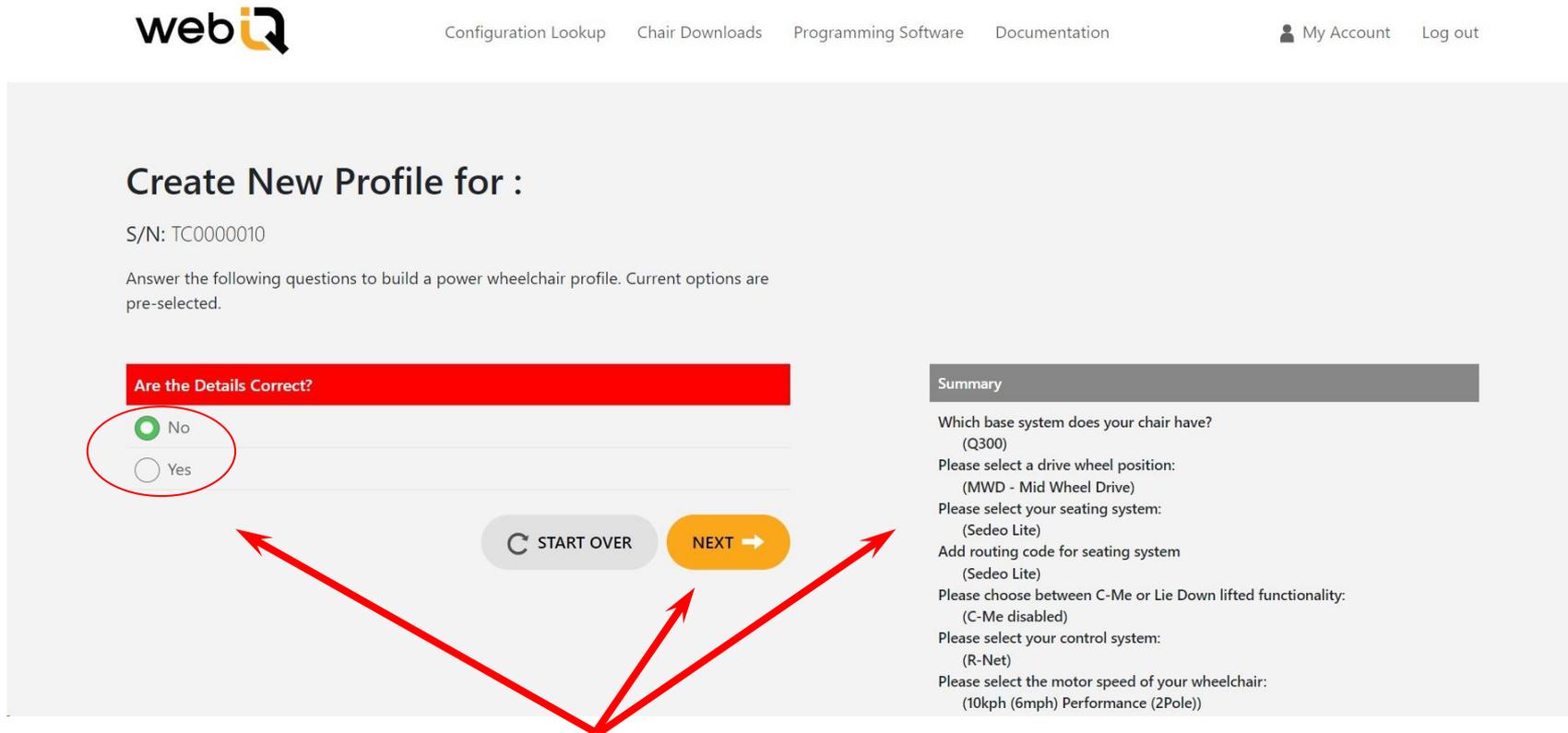
Which base system does your chair have?
(Q300)

← BACK

Answer the question and press NEXT as soon as you made your selection, to enter the next question

What's the Component's Function?

- Web IQ – Power Chair Specification change (modification)

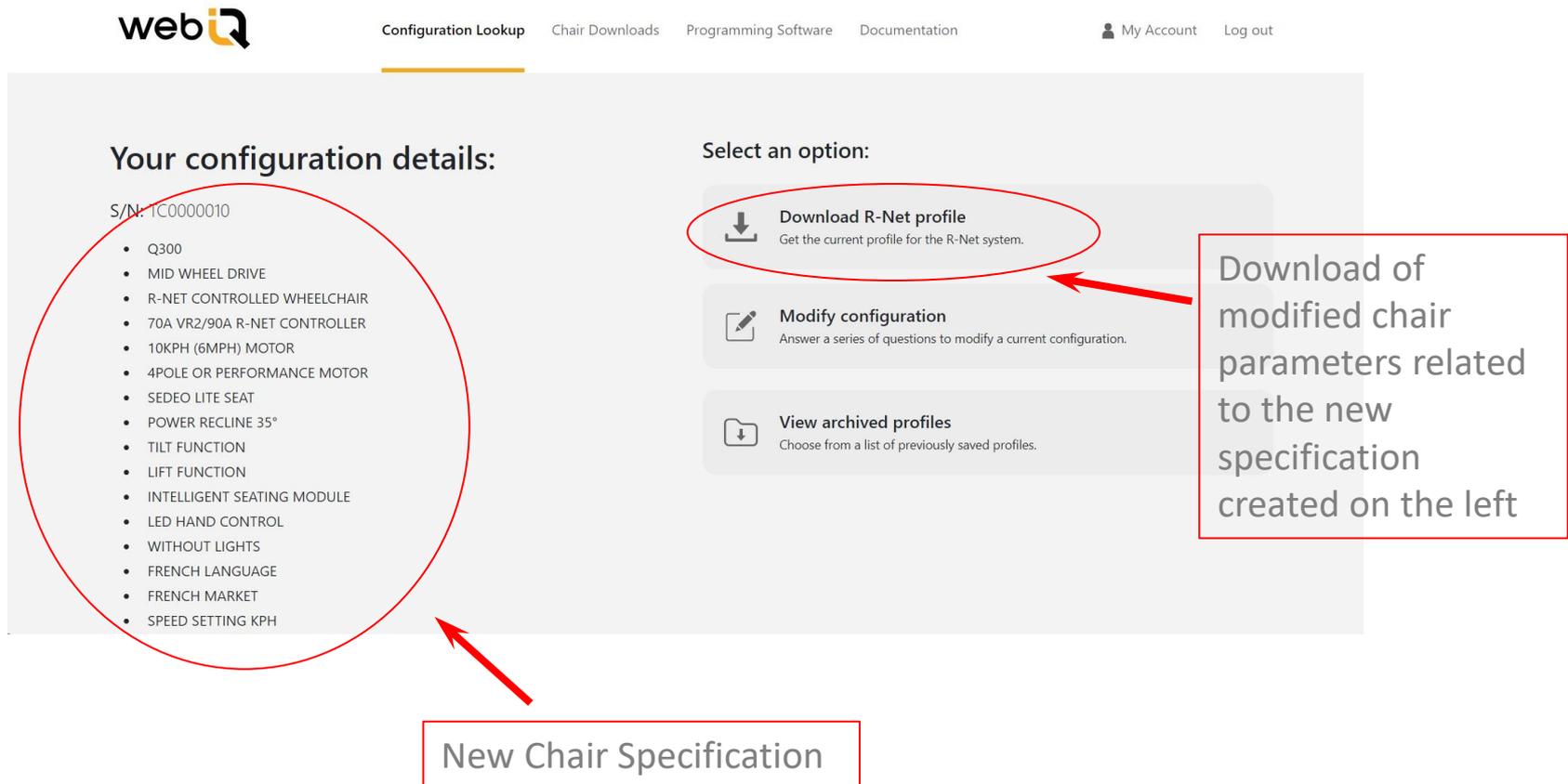


The screenshot shows the 'webIQ' interface for creating a new profile. The header includes navigation links: Configuration Lookup, Chair Downloads, Programming Software, Documentation, My Account, and Log out. The main heading is 'Create New Profile for :'. Below it, the serial number 'S/N: TC0000010' is displayed. A sub-heading asks to answer questions to build a power wheelchair profile, noting that current options are pre-selected. A red box highlights the question 'Are the Details Correct?' with two radio button options: 'No' (selected) and 'Yes'. Below the options are 'START OVER' and 'NEXT' buttons. A summary panel on the right lists the current configuration: Q300 base system, MWD drive wheel position, Sedeo Lite seating system, Sedeo Lite routing code, C-Me disabled lift functionality, R-Net control system, and 10kph Performance motor speed. Red arrows point from the 'NEXT' button to the 'No' option and the summary panel.

Final question is highlighted in RED to check all settings in the summary on the right side. Confirm by selecting the YES check box and click the NEXT button to update the profile with the new specification

What's the Component's Function?

- Web IQ – Power Chair Specification change (modification)



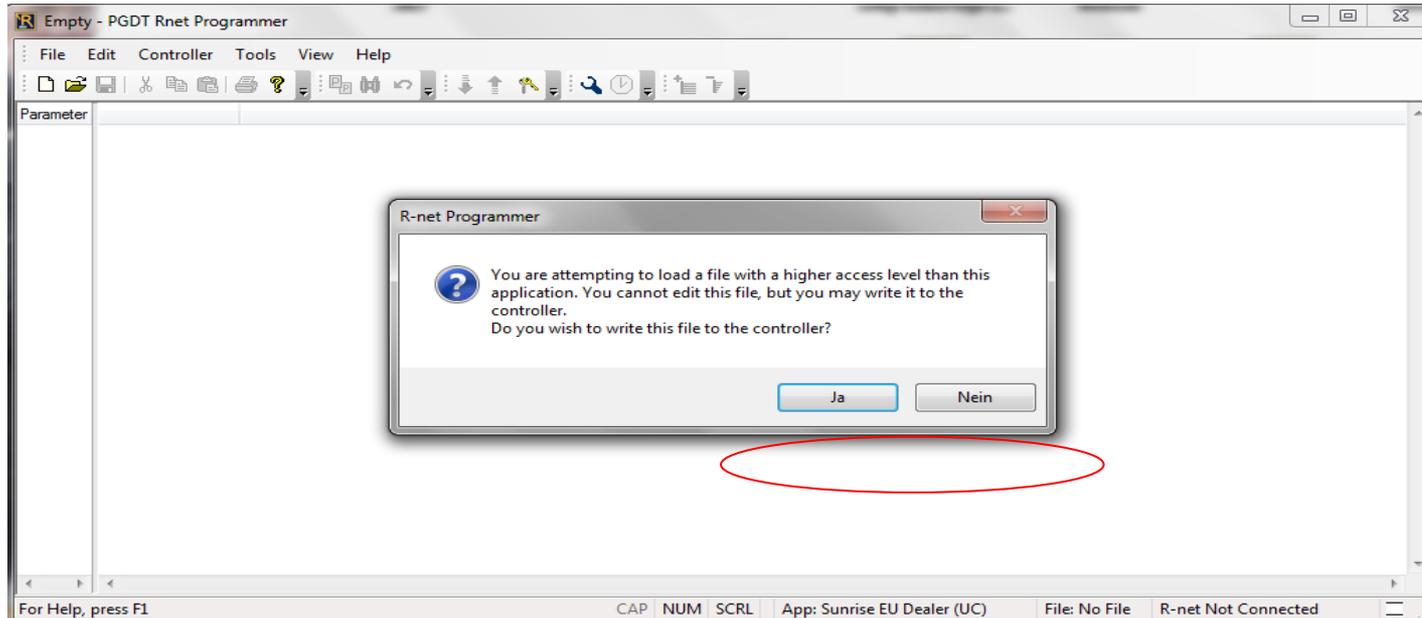
The screenshot shows the webIQ interface with the following elements:

- Navigation:** Configuration Lookup, Chair Downloads, Programming Software, Documentation, My Account, Log out.
- Your configuration details:** S/N: TC0000010
 - Q300
 - MID WHEEL DRIVE
 - R-NET CONTROLLED WHEELCHAIR
 - 70A VR2/90A R-NET CONTROLLER
 - 10KPH (6MPH) MOTOR
 - 4POLE OR PERFORMANCE MOTOR
 - SEDEO LITE SEAT
 - POWER RECLINE 35°
 - TILT FUNCTION
 - LIFT FUNCTION
 - INTELLIGENT SEATING MODULE
 - LED HAND CONTROL
 - WITHOUT LIGHTS
 - FRENCH LANGUAGE
 - FRENCH MARKET
 - SPEED SETTING KPH
- Select an option:**
 - Download R-Net profile** (circled in red): Get the current profile for the R-Net system.
 - Modify configuration**: Answer a series of questions to modify a current configuration.
 - View archived profiles**: Choose from a list of previously saved profiles.

Annotations:

- A red circle highlights the configuration details list.
- A red box highlights the "Download R-Net profile" option.
- A red box highlights the "Download of modified chair parameters related to the new specification created on the left" text, with an arrow pointing to the "Download R-Net profile" option.
- A red box highlights the "New Chair Specification" text, with an arrow pointing to the configuration details list.

- Web IQ – Write a parameter file to a controller



- **It is only allowed to write a file to the wheelchair which is intended for this chair.** A file downloaded from Web IQ will contain the serial number in its filename. Make sure that this matches the physical chair you are about to program. Before programming make sure that you read the current file from the wheelchair and store this as a backup.
- If you intend to open a file with a PC programmer of a lower access level than it was created with, you will get a message like in the window above. You can not open and read the file, but you can always write the parameter into the chair with a click onto the YES button. Example above shows a downloaded file for R-Net.

- Wheelchair Setup – Functional Inspection

- **Once the wheelchair parameter set has been updated, the responsible dealer needs to make sure that the wheelchair performs in a safe way and as intended.**
- **Always do a functional test of the wheelchair, keeping in mind all installed modules, e.g.**
 - **Driving functionality**
 - **Seating functionality**
 - **(Special) control input devices**
 - **Accessories**

What's the Component's Function?

- Web IQ – Download Functionality

The top menu bar contains also downloads for chair specific parameters, programming software and documentation.



Configuration Lookup Chair Downloads Programming Software Documentation



The newest PC programming software is always available for download as well as a variety of dongle drivers to connect the PC with the programming dongle.

The example on the right shows chair specific parameter files.

Software Downloads

Applications and Executable files	Download
Dynamics Wizard6.0.2.0_Installer.exe	
moVis_configurator.exe	

Manuals / Product Documents	Download
Installing R-Net Dongle Drivers Windows 11.pdf	

Compressed downloads of all files	Download
R-Net Dongle Drivers - Certified inc Windows 7.zip	
R-Net Dongle Drivers Windows 11.zip	
R-Net_Setup_Dealer_Sunrise_EU_6_4_0.zip	
R-Net_Setup_OEM_Sunrise_EU_6_4_0.zip	
Setup Mobility Dealer Std 16 2 0.zip	
USB Serial Converter (PC Programmer).zip	

Chair Downloads

Generic Wheelchair Programs for R-Net Programmer	Download
Q700-UP M Castor Lock Version 3 Subset.R-net	
Q700-UP_ERGO_Recline_Channel_Map_Subset.R-net	

Generic Scooter and Wheelchair Programs for Mobility Programmer	Download
Q50 R Carbon.prg	

Compressed downloads of all files	Download
Legacy Product Files.zip	
Legacy Sterling Scooters Update 2019.zip	