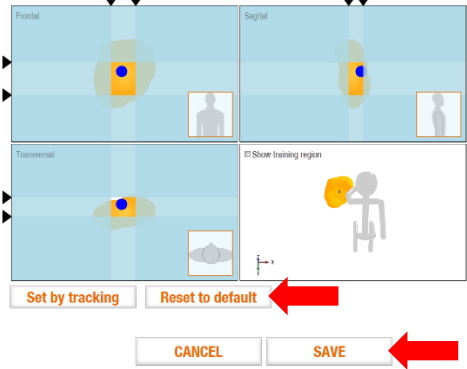
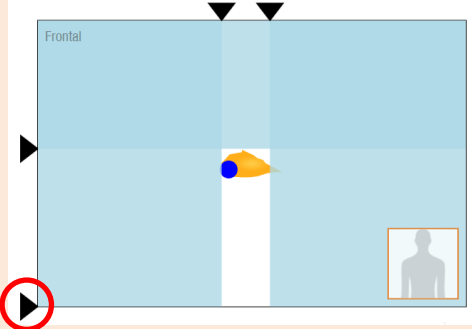
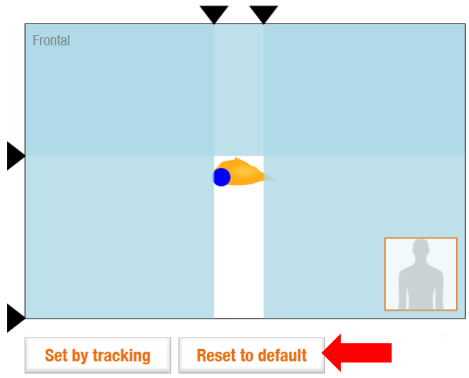
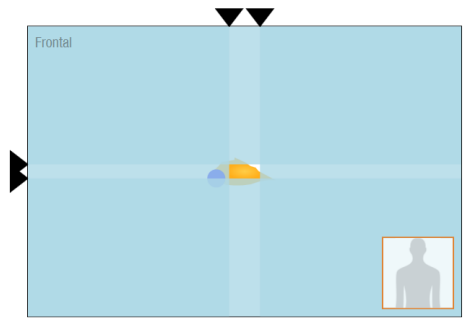
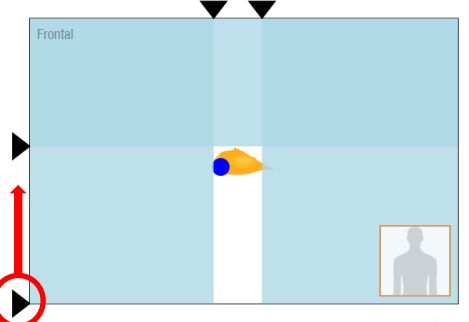


Common Issues, their Explanation and Solutions

Issue	Explanation	Solution
<p>1) Exercises not placing all items / items “missing” from levels</p>	<p>The software is only allowed to place items in areas that are both</p> <ol style="list-style-type: none"> in the workspace AND in the training region (see Error! Reference source not found. and Error! Reference source not found. above). <p>If you are finding that the levels have fewer and fewer items for the patient to reach, the issue may be associated with</p> <ul style="list-style-type: none"> a workspace that is too small, a training region that is too small or poorly setup with little overlap with the workspace, or a combination of these factors. <p>If we look at Error! Reference source not found., we can see that the area where items can be placed is on the top half of the screen. The placement of the items in this case for a particular level will be constrained to the top half of the screen; if an item is supposed to be placed on the bottom half of the screen, it simply won't be placed and fewer items will appear. In extreme situations the levels will skip until the exercise finds a level whose item placement falls in the acceptable area (see Issue 2: Exercises skip levels below).</p> <p>Note that for 3D exercises you will have to pay attention to the training region in all three planes (frontal, sagittal and transverse).</p>	<ol style="list-style-type: none"> Adjust training region such that there is more overlap with the workspace. OR Redo the A-ROM and A-MOVE assessments (make sure to select ACTIVE mode for ArmeoSpring and PASSIVE for ArmeoPower). Start the problematic exercise, and in training region editor click “Reset to default” > “Save”.  <ol style="list-style-type: none"> Quit out of the exercise. Restart the exercise and check if items are placed now.
<p>2) Exercises skip levels</p>	<p>The software predetermines the placement of the items for each level. If the overlap area of the training region and the workspace is too small and does not match where the software wants to place the items for a particular level, the items will not be placed and the level will be skipped in an attempt to find one where the items can be placed. This is an extreme version of Issue 1 where some items are simply missing.</p> <p>That is why your patient may complete level 1 and then the next level presented is level 4: this means the item placement of levels 2 and</p>	<p>Same as Issue 1.</p>

	<p>3 were not adequate (and thus skipped) given the workspace and training region of that patient.</p>	
<p>3) Training region editor limiting arrow(s) (▶, ▼) is/are in the corners</p>	<p>This can happen when you redo the A-MOVE and A-ROM assessments and the training region couldn't be updated correctly to the new patient workspace.</p> 	<p>1. In the training region editor click "Reset to default".</p>  <p>The training region will change.</p>  <p>2. Click "Save". 3. Quit out of the exercise. 4. Restart the exercise.</p> <p style="text-align: center;">OR</p> <p>1. Click and drag the limiting arrow to a more appropriate height/width.</p>  <p>2. Click "Save". 3. Quit out of the exercise. 4. Restart the exercise.</p> <p>Do the second option for all planes which may have a limiting arrow not in the right place.</p>
<p>4) Floating shopping</p>	<p>In the exercise Supermarket, the software, by default, wants to place the shopping basket at</p>	<ul style="list-style-type: none"> To ensure the shopping basket is on the floor, move the bottom limiting arrow of the frontal

basket in Supermarket exercise.

the bottom (frontal plane) and middle (transverse plane) of the training region. However, if the shape of the workspace does not allow this, the software will place the basket in the closest available place within the workspace. This placement might result in what appears to be a “floating” basket.

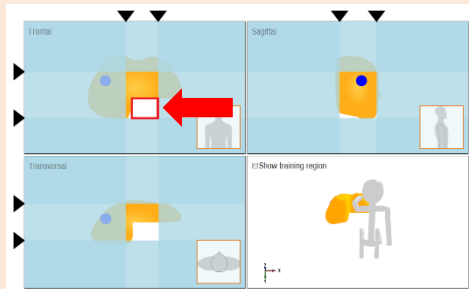


Figure 1: Above is the floating basket in gameplay, below is the setup in the training region editor that led to it.

plane box upwards so it aligns with the bottom of the workspace in the training region editor.

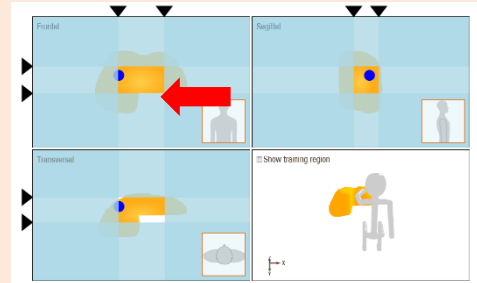


Figure 2: Above is the training region aligned with the bottom of the workspace in the frontal plane, below is the shopping cart back on the ground.

5) I am unable to play exercise / avatar is not moving in all directions.

If nothing happens, then the training region has possibly been reduced to nothing. This can happen when you redo the A-MOVE and A-ROM assessments and the training region couldn't be updated correctly to the new patient workspace. (Consider this a similar but opposite problem than that of Issue 3.)

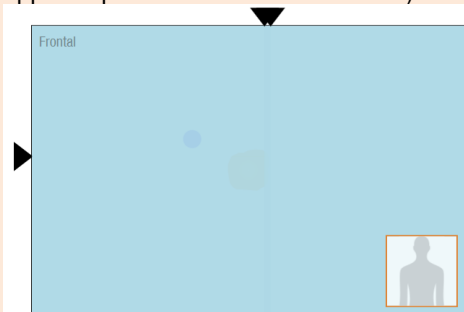
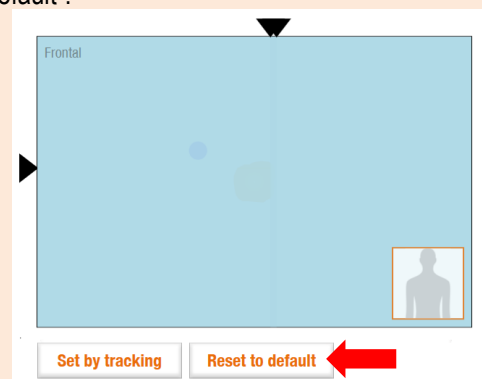
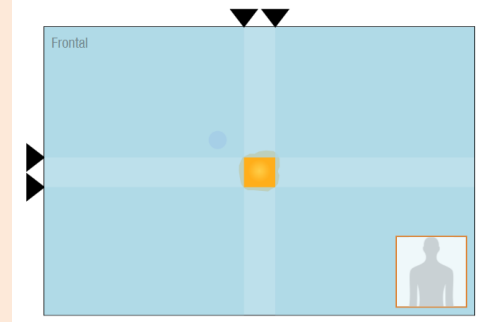


Figure 3: No training region in the frontal plane.

1. In the training region editor click “Reset to default”.



The training region will change.



2. Click "Save".
3. Quit out of the exercise.
4. Restart the exercise.

6) I am unable to create the training region in some areas of the workspace.

This could be due to the different exercise architectures.

NOTE:

The following exercises

- Save the Monster
- Treasure Island
- Helicopter Rescue
- Farmer and
- Plumber

require that the training region fall 100% within the workspace (no white space at all in any plane). Therefore, enlarging the default training region is not possible without first creating a larger workspace (larger A-ROM and A-MOVE).

- Make sure to always record the largest A-MOVE and A-ROM possible; this will help with some of the limitations presented by the exercise architectures.
- Keep in mind the therapy goal: If the goal is to increase range of motion, consider exercises that have fewer architectural restrictions such as all 1D exercises plus Balloons, Roll the Ball, Pirates, Fishing, Clean up and Frisbee.