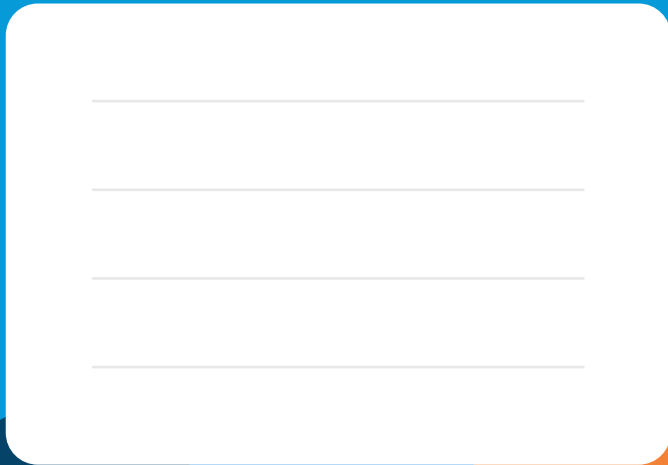


Grid Pad 10s

Your guide



Smartbox Support

UK: 01684 578868

US: (844) 341-7386

thinksmartbox.com/support



Safety

For information on the safe use of your Grid Pad 10s please read the Safety and compliance guide provided with your device.

Grid **Pad** 10s

Grid **3**

Created by
Smartbox

thinksmartbox.com

Document: Grid Pad 10s - Guide - UK - B

Language: English

Date of issue: July 2021

Copyright © 2021 Smartbox Assistive Technology

Useful information

Your **Smartbox Account** is...

A reminder of your **Smartbox Account** password...

Your Grid Pad's **model number** is...

Your Grid Pad's **serial number** is...

Who is responsible for your Grid Pad?

Who to call for help and support...

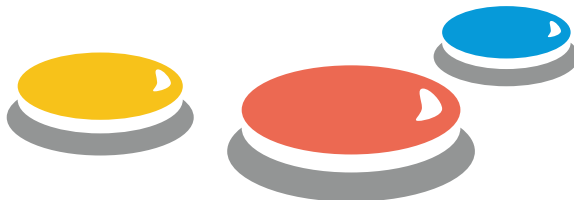
What is Grid Pad 10s?

Your Grid Pad 10s is a **multi access device** that has been purpose built for communication.

Interact with the screen by **tapping** with your fingers.



You can communicate using the touch screen, or by configuring other access methods such as **switches** or **pointing devices** that can move an on screen cursor.





Your Grid Pad is powered by **Grid 3**, a complete AAC app that includes instant access to a huge library of **grid sets**.

There is content for everyone - from powerful communication tools for text users to grid sets for communicating with symbols and developing literacy.

Everything about Grid is designed to make building sentences, learning language and speaking easy.

Introducing your device



Grid Pad

Your Grid Pad communication aid has numerous features to help you speak.

Connect your access method to your Grid Pad or use the touch screen.



Windows

Windows is the operating system of your communication aid.

Controls basic settings such as volume, Wi-Fi, screen brightness.

Windows can run many apps, including Grid, web browsers, word processors and creative tools.



Grid

Grid is your communication app that lets you do so much!

Create a unique user, connect to your email, smartphone, personalise your access method and choose grid sets that fit your needs.



Grid set

Grid sets are pre-made resources for Grid that are built to meet your needs.

They can be a complete symbol vocabulary like Super Core or an accessible app like Facebook or Spotify.

Who is Grid Pad 10s for?

An AAC user



- **Communication**
- **Accessible apps**
- **Alternative access to other software**
- **Controlling other devices in your home**

Supporting an AAC user

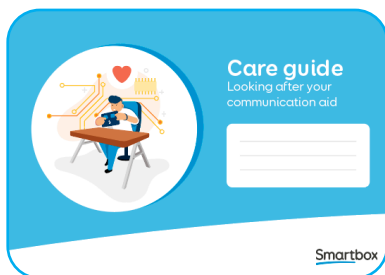
- **Changing settings**
- **Making Grid user profiles**
- **Adding grid sets**
- **Editing or creating grid sets**
- **Remote editing**



What is included



**Your Grid Pad 10s
communication aid**



Documentation

Care guide, Grid 3 Getting Started & Safety and compliance

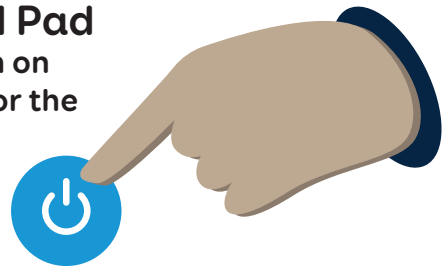
Accessories

- Remote Power Button 2
- Power lead
- Strap
- Port labels
- Dual mounting plate and screws
- Screwdriver

Quick setup

1

Turn on your Grid Pad
You can use the button on the side of the device or the Remote Power Button



2



Windows will start, then Grid will open automatically

3

Connect to the internet

This means you can access more grid sets, more voices, apps and get updates



4

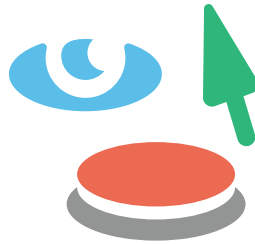


Create your Grid user and log in or create your Smartbox Account

"Hi"

5

Set up your access method and voice



6

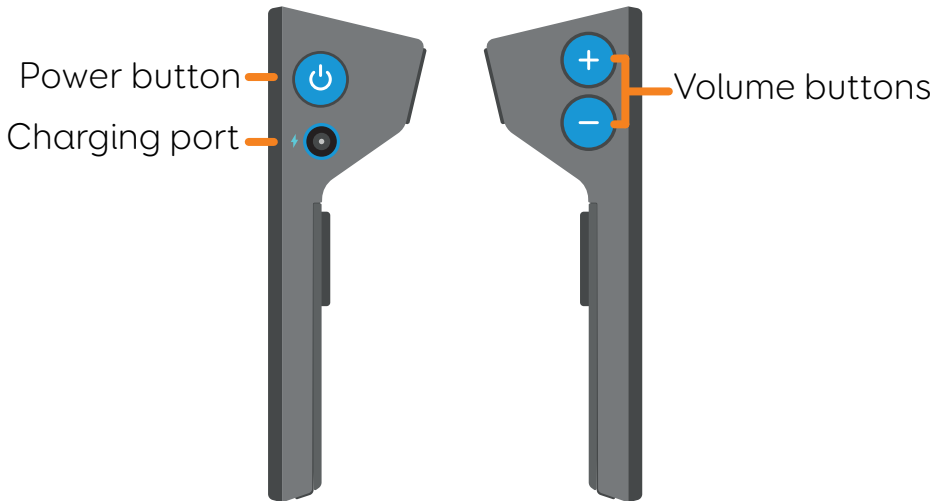
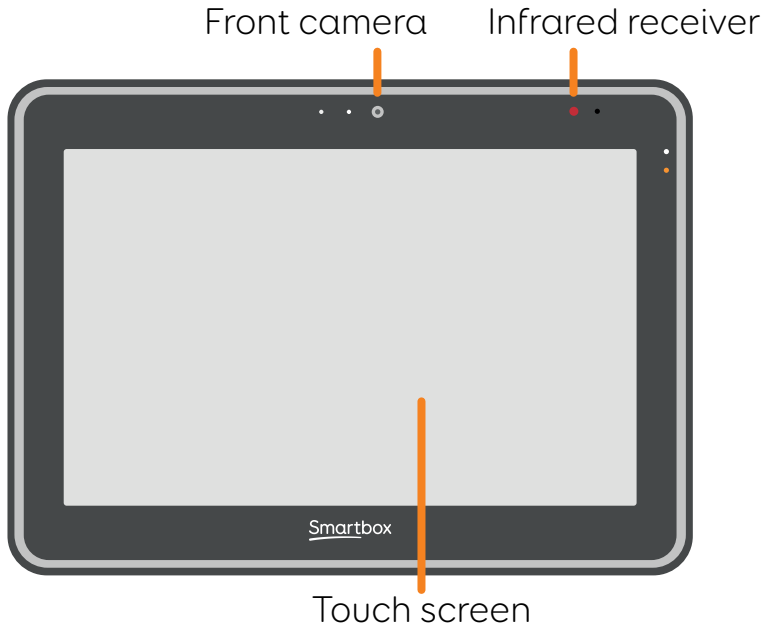


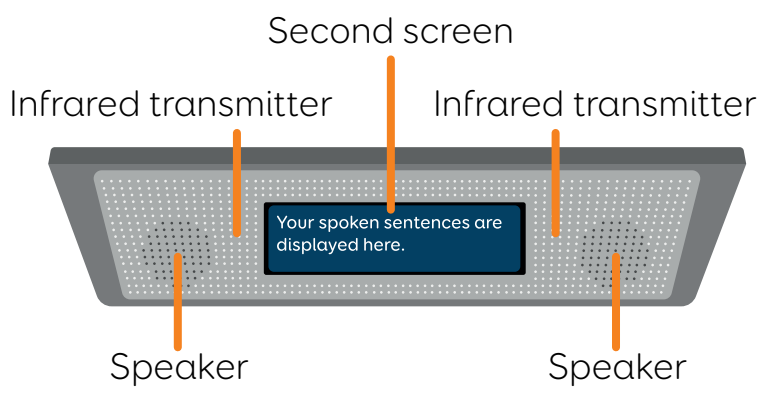
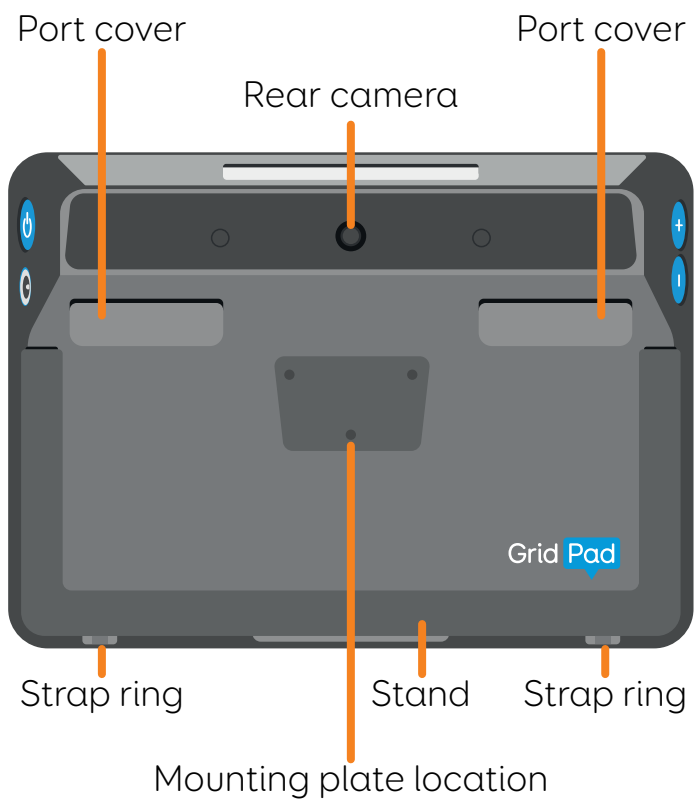
Choose your grid sets

Grid has lots of content to get you started from symbol and text communication, apps and more

Start talking!

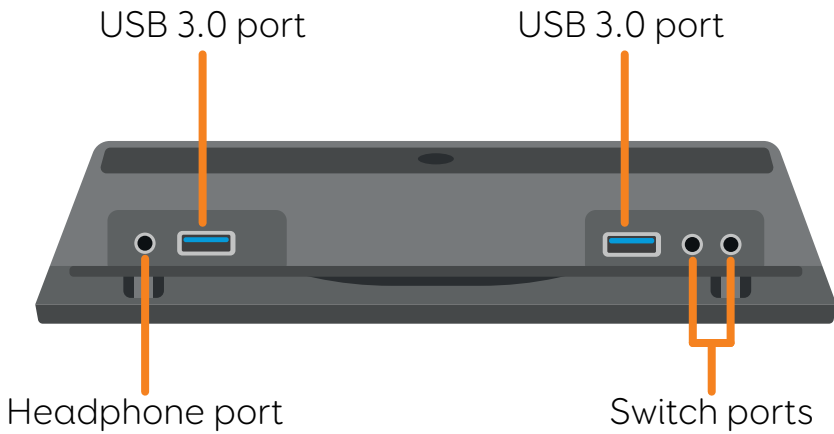
The Grid Pad 10s





Ports

Your Grid Pad has a number of ports to connect extra devices and access methods to. These are located under the **port covers**.





3.5mm Switch connector



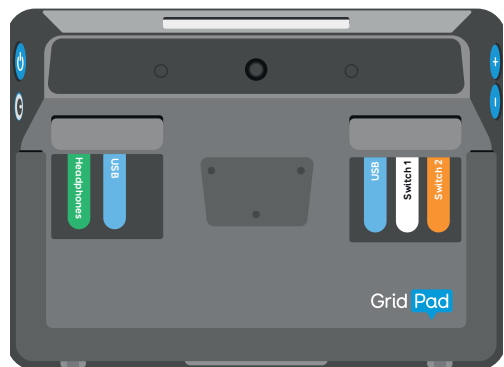
3.5mm Headphone connector



USB Type A connector

Port labels

You can place the port labels on the back of the Grid Pad to make identification easier.



Learning more

This guide provides the basics for getting started with your Grid Pad. To learn more visit our website at thinksmartbox.com



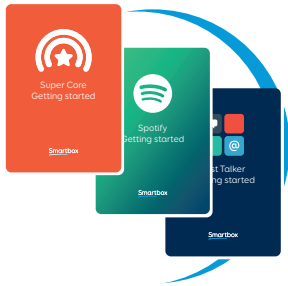
Learn how to edit and personalise your content

Advanced editing and features



Customising your alternative access and other settings

thinksmartbox.com/learn-at-home



Grid set guides and resources

We have a range of guides and resources to help you learn and explore our grid sets.

thinksmartbox.com/learning-resources

Webinars and tutorials

We share regular webinars throughout the year. You can catch up on our YouTube channel and watch shorter videos too.



thinksmartbox.com/youtube



Join the community

A place where Grid users, professionals and families share ideas, ask questions and support each other.

thinksmartbox.com/facebook

Contents

Your Grid Pad 10s

1.	Turning on your Grid Pad	22
2.	Power states	23
3.	Putting the Grid Pad to sleep	24
4.	Turning off your Grid Pad	26
5.	Charging your Grid Pad	28
6.	How long will the battery last?	30
7.	Positioning your Grid Pad	32
8.	Mounting your device	34
9.	Attaching the strap	36
10.	Tough case	37

Getting started with Windows

11.	Using the touch screen	42
12.	Your Grid Pad desktop	46
13.	Opening and closing apps	50
14.	Where do files go?	52
15.	Settings	53
16.	Connecting to the internet	54
17.	Connecting Bluetooth devices	56

Getting started with Grid 3

18.	Getting to know Grid	60
19.	Grid Explorer	62
20.	Choosing your grid sets	64
21.	Choosing your voice	66
22.	Learning more about Grid	68

Access

23.	Introduction to access	76
24.	Touch access	78

25.	Keyguards	84
26.	Touch access case study	86
27.	Pointer access	88
28.	Pointer access case study	100
29.	Switch access	102
30.	Switch access case study	118
31.	Voice activation	120

Grid Pad 10s features

32.	Remote Power Button	126
33.	Using the Remote Power Button switch ports	128
34.	Changing the Remote Power Button batteries	130
35.	Pairing the Remote Power Button	131
36.	Daylight screen	132
37.	Using the second screen	134
38.	Using infrared	138
39.	Setting up and infrared remote	139
40.	Setting up and infrared remote manually	140
41.	Connecting a phone	146
42.	Programming buttons	148

Looking after your device

43.	Updating Grid 3	152
44.	Updating Windows	154
45.	Backup your grid sets using Dropbox	155
46.	Backup your Grid user	156
47.	Cleaning and storing your Grid Pad	158
48.	Antimicrobial properties	160
49.	Support	161
50.	Finding your model and serial number	162

Your Grid Pad 10s

This section covers everything you need to know about the Grid Pad hardware.

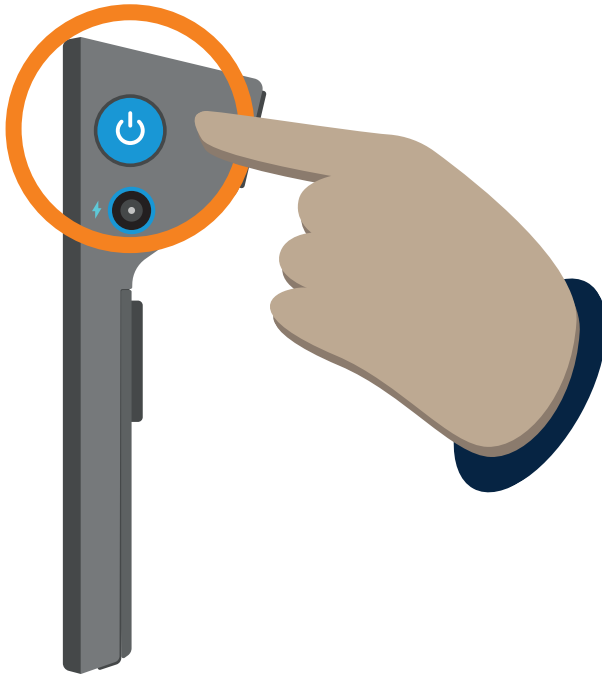
Use this to get to know your way around the ports and buttons as well as other features of the device including its mounting plate, strap rings and how to position the device.

1.	Turning on your Grid Pad	22
2.	Power states	23
3.	Putting the Grid Pad to sleep	24
4.	Turning off your Grid Pad	26
5.	Charging your Grid Pad	28
6.	How long will the battery last?	30
7.	Positioning your Grid Pad	32
8.	Mounting your device	34
9.	Attaching the strap	36
10.	Tough case	37

1

Turning on your Grid Pad

To **power on** your Grid Pad **press the power button** on the side of the device for just under a second.

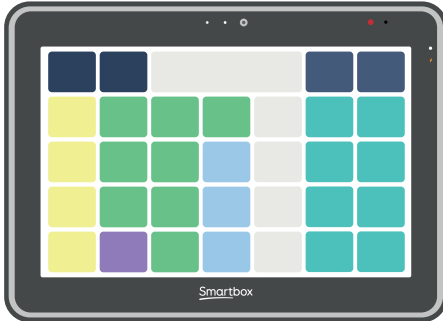


A white light on the front of the device will come on and the system will start up.

If the device is in **sleep mode** it will **wake up**.

Power states

2



On

Your Grid Pad is ready to use.



Sleep

The screen is off and the Grid Pad will not consume much power.



Off

The Grid Pad is off and will not consume any power.

3

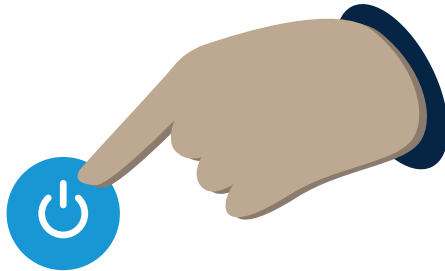
Putting the Grid Pad to sleep

Sleep mode is when your Grid Pad's screen is off, but the device is still on, so it can wake up quickly when needed.

While in this mode the device will still use up battery life, but a lot less than when it is in use.

How to put the Grid Pad to sleep

Tap the **power button** on the side of the device.



Windows sleep mode

Tap the **Start menu**

Select the **Power** icon

Select **Sleep**

Sleep screen

Many grid sets include a **Sleep screen** option. When activated Sleep screen turns off your Grid Pad's screen to save battery life when it's not in use. You can turn it back on using your enabled access method.

Waking your device

Waking your Grid Pad from sleep depends on how you put it to sleep.

From Sleep screen

Activate your access method.

From Windows or after pressing the power button

Tap the power button or activate a switch connected to Switch port 1.

4

Turning off your Grid Pad

You can power off your Grid Pad in several ways.

Windows shut down

Close any apps you have open and make sure you have saved any work.

Tap the **Start menu**

Select the **Power** icon

Select **Shut down**

The Grid Pad will shut down and any pending Windows updates will be installed.

You can also **Restart** your device from here, which will apply any updates.

Grid 3 shut down

Some grid sets have a **shut down cell**, found in

a **Settings** or **Options** grid. If the grid set does not have a shut down cell, you can add one in **edit mode**.

Emergency shut down

If you are having trouble with your Grid Pad and you need to force the device to restart, you can perform an emergency shut down.

Press and hold the **power button** for **5 seconds**.

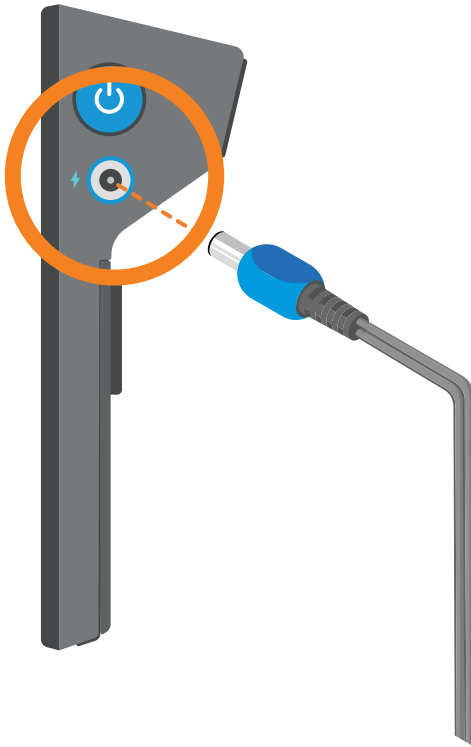
Note that you will lose any unsaved work.

5

Charging your Grid Pad

You will need to charge your Grid Pad's battery after use.

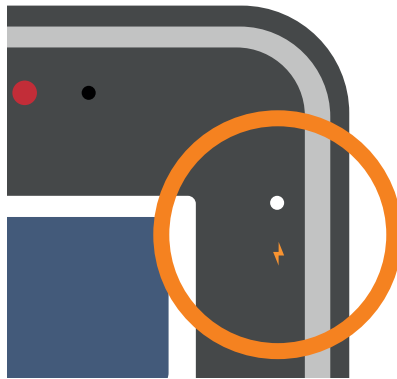
Connect your **Grid Pad charging port** to the **power adapter**, the adapter is clearly labelled.



Connect the **power adapter** to the **mains socket** to charge.

When to charge your Grid Pad

When your Grid Pad's battery drops to **10%** you will see the **orange LED** light up. This means **you should charge your device** as soon as you can.



While **charging** you will see a **white LED**.

When the **battery is full**, the **LED will light up green**.

Your Grid Pad will take **approximately 5 hours** to charge if the battery is empty.

6

How long will the battery last?

Your Grid Pad's battery has been tested in different situations.

AAC usage

Speaking with Grid.
Navigating **grid sets**.

You will get approximately **7 hours** of battery use.

Media usage

Watching **videos** and listening to **music**.
Playing **games**.
Using **multiple applications** at once.

You will get approximately **4 hours** of battery use.

Battery saving tips

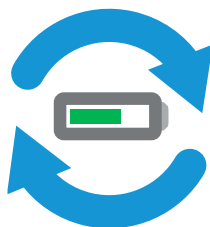
The Grid Pad has a daylight bright screen which should be set around **30% brightness** for indoor use. Above this and the screen will consume more power.

Sleep the device when not in use, and shut down if it is being stored.

Turn off the second screen.

Battery lifespan

The Grid Pad uses a battery that is similar to many laptops and tablets and is built to last the lifespan of the device. You should not notice much degradation for at least 2 years.

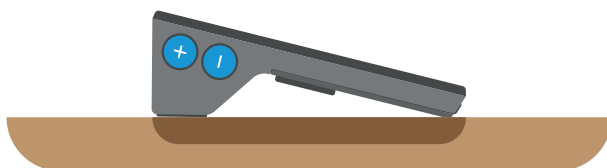


7

Positioning your Grid Pad

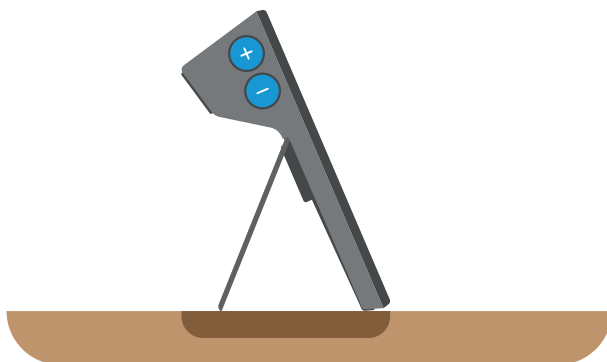
Your Grid Pad can be used in a number of positions and places.

On a desk or tray



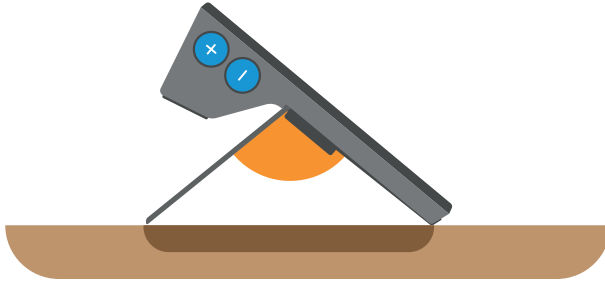
Place your Grid Pad on a **flat surface**. The rubber feet will prevent the device slipping.

Using the stand



The stand will **fold out** to allow you to raise the Grid Pad to a comfortable position.

You can fold out the stand to a maximum of **100 degrees**.



The stand also has rubber feet to prevent slipping.



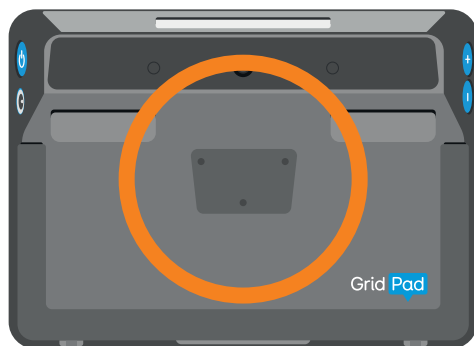
Do not rest the device with the speakers and second screen facing down as this can damage the device.

8

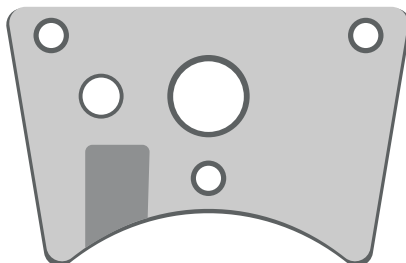
Mounting your device

Your Grid Pad has a mounting plate port on the rear of the device.

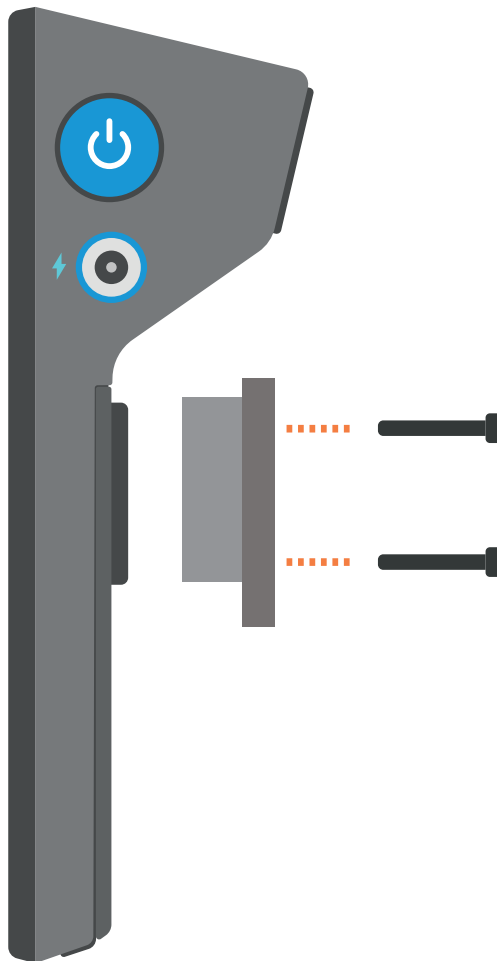
You can use this to attach your Grid Pad to desk, floor and wheelchair mounts securely and safely.



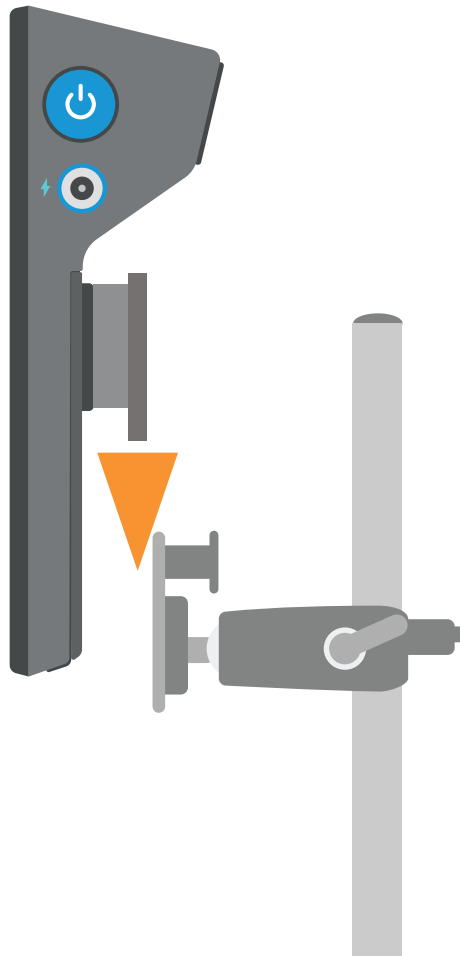
The Grid Pad mounting kit is compatible with **Daessy** and **ReHadapt** mounts.



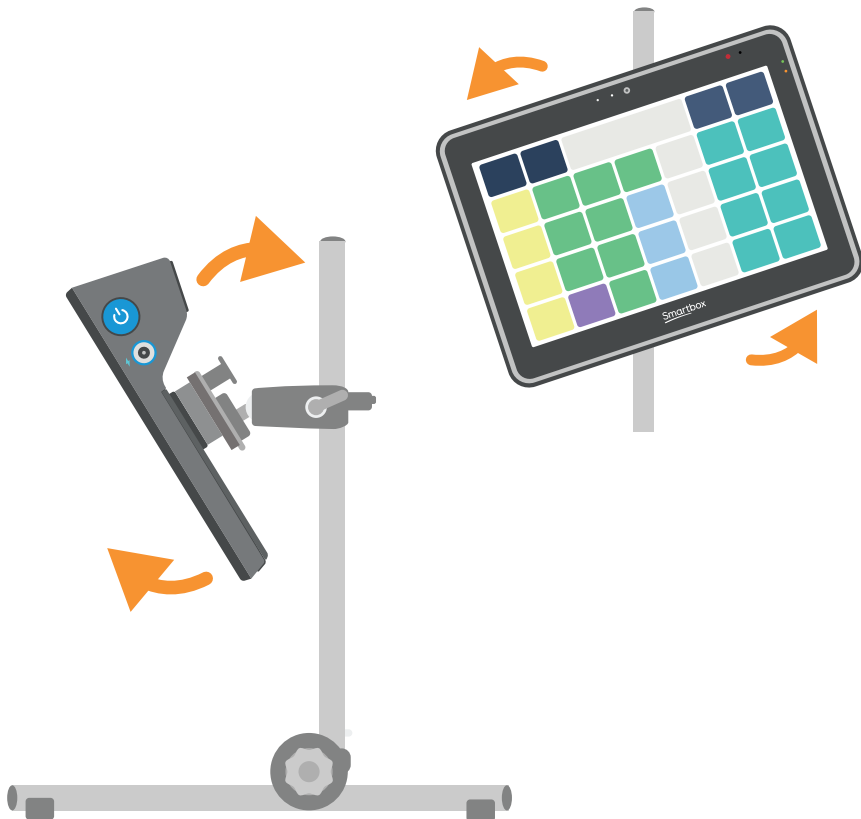
Use a screwdriver to firmly attach the mounting plate to your Grid Pad. Ensure all three screws are secure.



Follow the instructions included with your mounting to securely attach your Grid Pad.



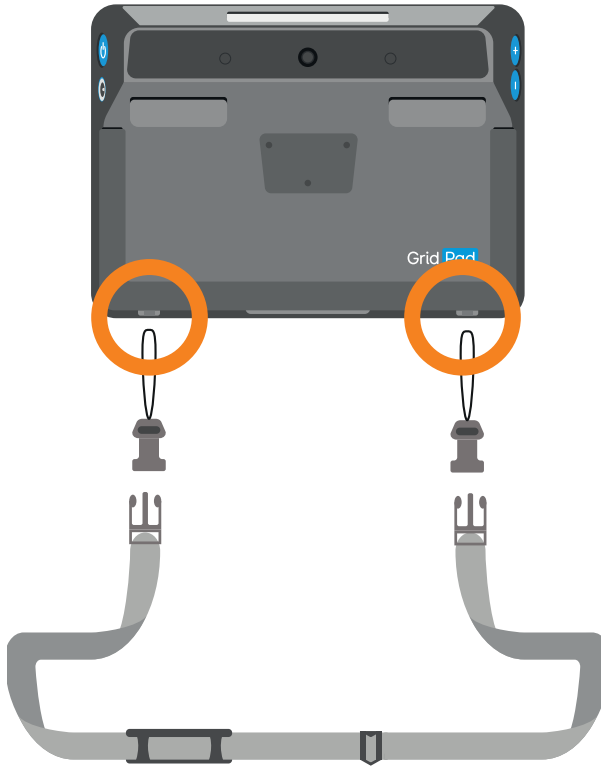
Adjust your mount to position your Grid Pad.
Remember to **loosen** any locking screws or levers before adjusting, and **tighten** them once the Grid Pad is in the correct position.



9

Attaching the strap

You can attach the Grid Pad strap to the built in strap rings on the bottom of the device.



Thread the clip strings through the rings, then pull the plastic clip through the string. Attach the strap to the clips.

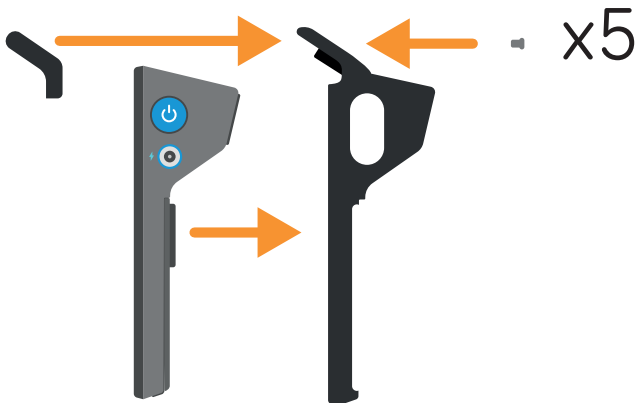
Tough case

10

The Grid Pad 10s can be fitted into a tough case for extra protection and extra portability.



The case allows access to all the ports and buttons of the Grid Pad and also adds a handle to make carrying and positioning your device easier.



Getting started with Windows

Your Grid Pad is powered by the Windows operating system.

This section will help you get started if you are new to Windows and touch devices.

11.	Using the touch screen	42
12.	Your Grid Pad desktop	46
13.	Opening and closing apps	50
14.	Where do files go?	52
15.	Settings	53
16.	Connecting to the internet	54
17.	Connecting Bluetooth devices	56

11

Using the touch screen

Your Grid Pad has a touch screen which lets you use gestures on the screen to interact and perform tasks.

Like most touch screens, it is generally assumed you will be using a finger to tap and navigate, but you can also use a stylus.

Basic interactions



Tap

Tapping the screen will select an item. If you tap a button or link, it will activate and perform that action. If you tap a file or folder, you will select it.



Double tap

Two taps in quick succession will open a file or folder. It will also open shortcut from the Desktop.



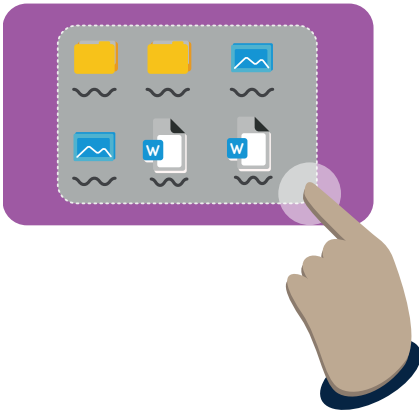
Hold

If you hold down on a file or folder, this is counted as a secondary click. This will bring up a menu of extra actions you can perform. If you hold in an empty space, then menu will allow you to make new folders and other actions.



Moving a file

Tap an item, hold, then drag across the screen to move an item. To place a file into a folder, move it over the folder and release.



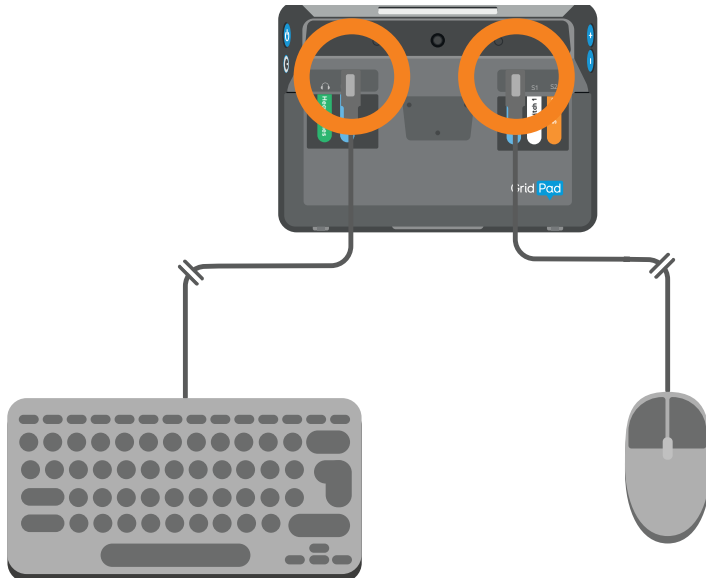
Making a multiple selection

If you tap and hold in a blank space between files and folders, you can drag across multiple items to select them.

Keyboard and mouse

You maybe more comfortable and familiar using a keyboard and mouse to navigate Windows.

You can connect these to the USB ports on the rear of the Grid Pad.



You can also use Bluetooth to connect a wireless mouse and keyboard.

When a mouse is connected, you will see a cursor on-screen.

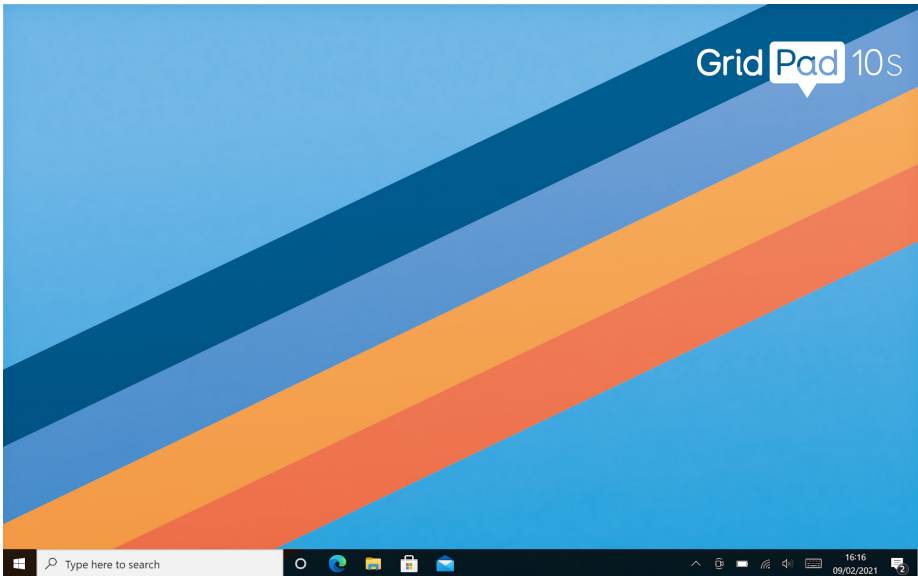


12

Your Grid Pad desktop

The desktop is the main screen you will see if your Grid Pad does not open Grid upon starting.

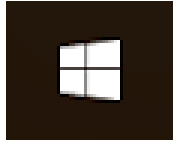
If you minimise or close Grid, you will see the desktop.



From the desktop you can open and close apps, change the settings of your Grid Pad and access and arrange your files.

Along the bottom of the screen is the **Taskbar**.

Start menu



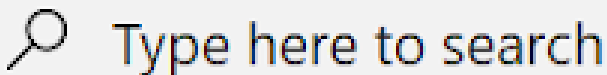
Start menu icon

Tapping the Start menu will open a list of installed applications and additional buttons for Power, Settings and your Documents.

You can also see a number of tiles which are shortcuts to various apps and folders.

Search bar

Typing in the search bar will search for files, apps and the web.



The search bar

Pinned apps



Apps pinned to the Taskbar

These are quick shortcuts to open apps.

Open apps



Apps with Grid 3 open

If you have an app open on your device it will appear alongside your pinned apps. Open apps are underlined blue.

Notification area

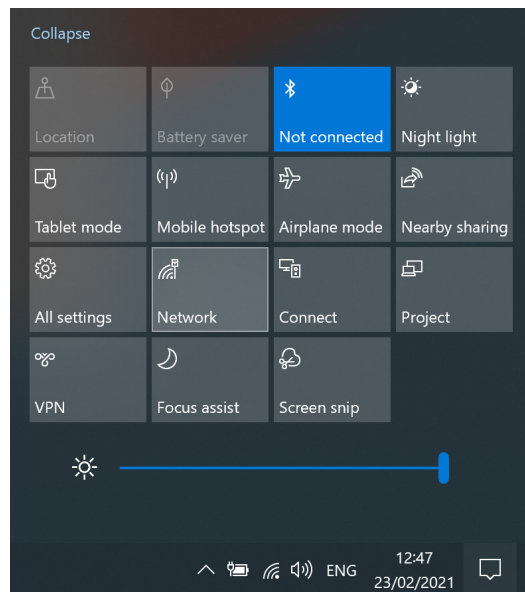


The notification area

The right side of the Taskbar is taken up with notifications and status icons. Here you can check your battery levels, your Wi-Fi connection, volume and more.

Quick settings

You can quickly access your Grid Pad's settings by tapping the notification icon in the right corner of the Taskbar.



Quick settings in the notifications sidebar

13

Opening and closing apps

To open an app from the desktop, double tap on it.



If you are opening the app from the taskbar or Start menu, you only need to tap once.



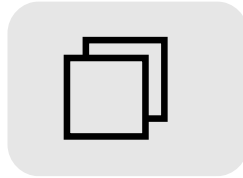
Most apps, including Grid, have controls in the top right of the window.

Minimise



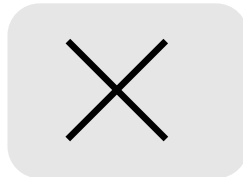
This will hide the app. You can bring it back up from the Taskbar.

Maximise



This will make the app fill the whole screen of your device. Tapping again will go back to its original size.

Close



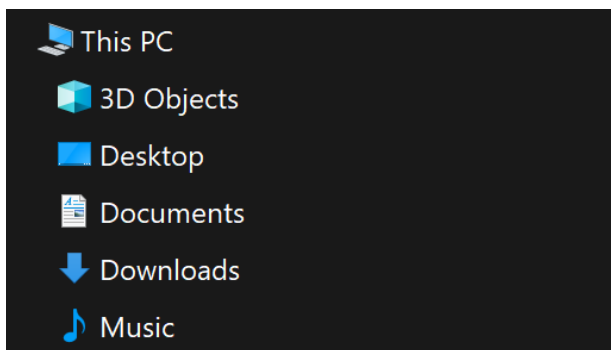
This will exit the app.

14

Where do files go?

Files including documents, grid sets, music and images are stored in folders on your Grid Pad.

Your **files** are stored in **Folders**.



Selecting **Documents** from the **Start menu** will open your Documents folder in File Explorer. You can see other locations on your Grid Pad such as **Desktop**, **Downloads** and **Pictures**.

You can also select **This PC** which will allow you to browse your entire device, as well as any connected USB and network drives.

Settings

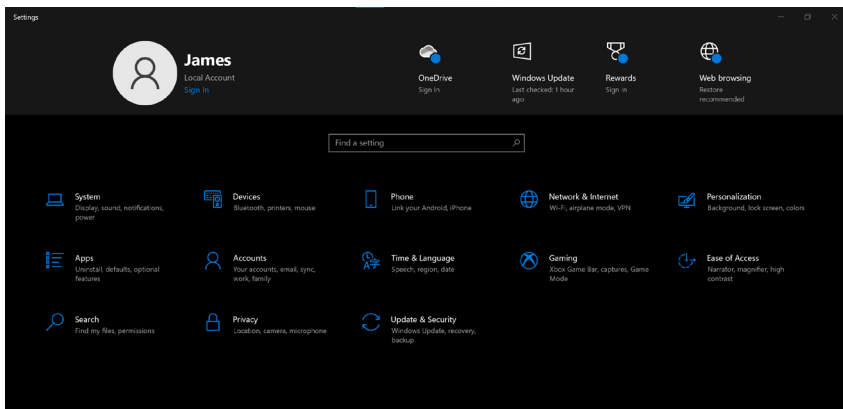
15

You may want to explore the settings of your device.



Windows settings are found under the Start menu by selecting the Settings cog icon.

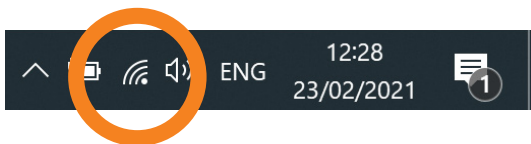
Here you'll find lots of options, from System, where you can select how your device acts and behaves, to Ease of Access, where you can configure the Windows accessibility options.



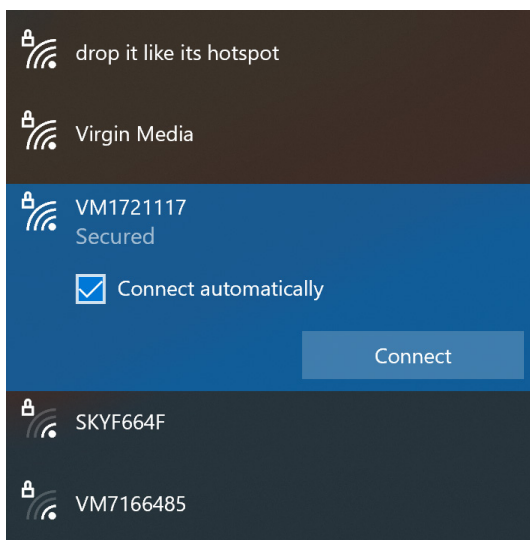
16

Connecting to the internet

You can connect to the internet by selecting the Wi Fi button in your notification area.



The Grid Pad will look for nearby Wi-Fi networks.



Select the network you wish to connect to and select **Connect**.

You will need to enter the networks **password**.

Once connected, you will be able to access online services, updates, browse the web and more.

Grid requires an internet connection for the following features:

- Linking to your Smartbox Account
- Online Grids
- Connecting to Dropbox
- Streaming media
- Updates
- Grid Guide
- Remote support from Smartbox

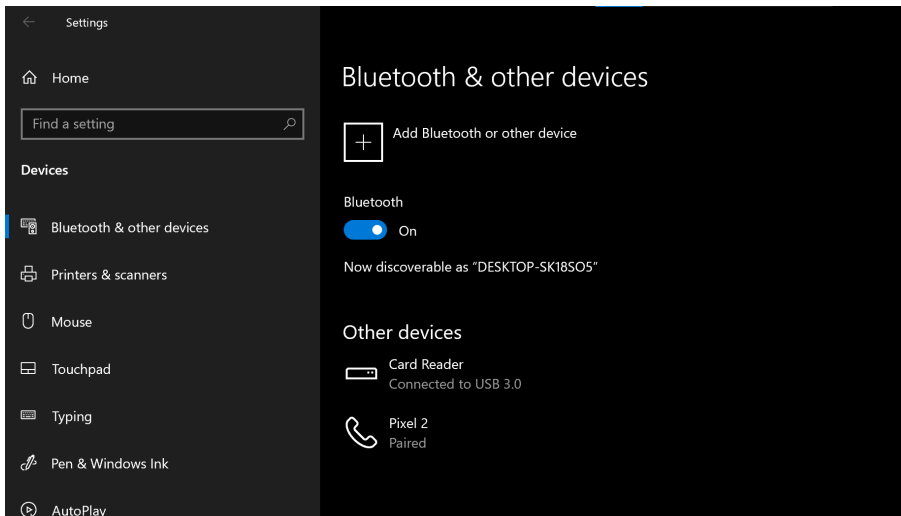
17

Connecting Bluetooth devices

Bluetooth is a way to connect devices to your Grid Pad wirelessly.

Bluetooth devices can include access methods like switches and pointers as well as keyboards, headphones and more.

To connect a Bluetooth device open **Settings** and select **Devices**.



Select **Add Bluetooth or other device**.

Follow the on screen instructions, which may include confirming a **passcode** to ensure the connection is secure.

Note that while connecting a phone to Grid uses Bluetooth, the settings and connection process are carried out in Grid.



Getting started with Grid 3

Grid 3 is the communication and access software that is provided with your Grid Pad.

With Grid 3, your Grid Pad becomes a fully featured suite of accessibility tools, where you set up your voice, access method, vocabulary packages and much more.

18.	Getting to know Grid	60
19.	Grid Explorer	62
20.	Choosing your grid sets	64
21.	Choosing your voice	66
22.	Learning more about Grid	68

Getting to know Grid



User profile

Your user profile stores all your grid sets, preferences and access settings.



Grid Explorer

Grid Explorer is your home screen and is where you will find your grid sets.



Grid sets

A grid set is an app within Grid. These are your resources for communicating and more.



Edit mode

Every grid set can be personalised and edited or you can make a grid set from scratch.

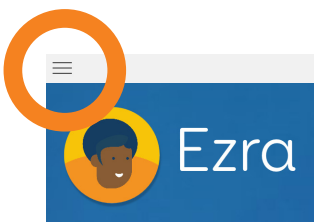
18

Grid Explorer



Grid Explorer displays all of your grid sets. Selecting one will open it.

Grid Explorer is fully accessible. You can use your access method to select grid sets, or navigate between pages.



The menu can be opened for more options.

To return to Grid Explorer from a grid set select **Menu - Grid Explorer**.

You can hide the Grid Explorer menu in **Settings - Computer**, great for if you are using Touch access with a keyguard.



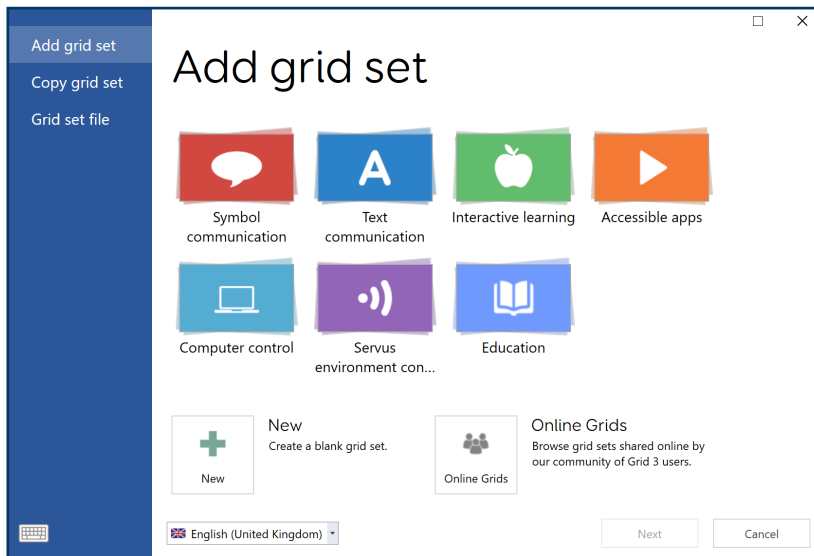
If you want to return to Grid Explorer, look for the Grid Explorer icon. You can find it in many grid sets.

19

Choosing your grid sets

Grid comes ready with many different grid sets to choose from.

You add your grid sets from **Menu - Add Grid set**.



Grid sets are arranged into **categories**.

You can also create a **New grid set** or browse **Online Grids** for other Grid users creations.



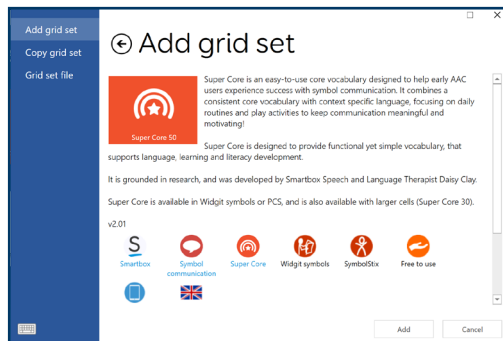
Super Core grid sets

Easy-to-use core vocabularies, to help early AAC users experience success with symbol communication and develop literacy skills.

Some grid sets have multiple versions, such as Super Core, which has both 30 cell and 50 cell versions.

<p>Super Core 50</p>	<p>Super Core 50</p> <p>Super Core is an easy-to-use core vocabulary designed to help early AAC users experience success with symbol communication. It combines a consistent core vocabulary with context specific language, focusing on daily routines and play activities to keep communication meaningful and motivating!</p>
<p>Super Core 30</p>	<p>Super Core 30</p> <p>Super Core 30 has the exact same vocabulary as Super Core 50, and is available for users who need fewer and larger cells on each grid. Words may take more selections to get to, but they will be easier for some users to select.</p> <p>This easy-to-use core vocabulary is designed to help early AAC users experience...</p>

Choose the grid set you want to add.



You will see more information about the grid set, its features and if any **alternative versions** are available in other symbol sets or for different access methods.

Symbol communication

Vocabularies and communication grids that combine words with symbols. Examples include Super Core, WordPower and Symbol Talker.



Text communication

Keyboards with a focus on accessibility and additional features to help you build sentences quickly, recall messages and more. Examples include Fast Talker, Text Talker and Alpha Core.



Interactive learning

Fun activities for early education that help you teach access and communication skills.

Choose from Cause and effect, Choices, Challenges and visual scenes.



Accessible apps

Access social media, video streaming and messaging services. Examples include WhatsApp, YouTube and Facebook.



Computer control

Use Grid to access other apps on your Grid Pad such as word processors and creative tools. You can also control other Smartbox software like Look to Learn.



Environment control

These grid sets are setup to work alongside the infrared transmitter in your Grid Pad to control external devices.



21

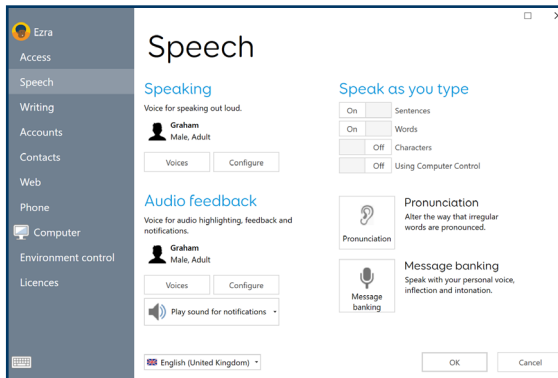
Choosing your voice

Your voice in Grid is projected from your Grid Pad into the world.

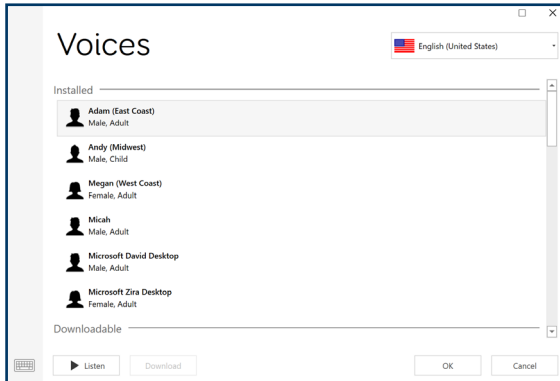


You can choose from hundreds of voices and you can control how you want your voice to sound.

You can find your voice settings in **Menu - Settings - Speech**.



Under the **Speaking** heading you can choose **Voices** to browse the voice library.



Some voices will need to be downloaded before you can use them.

Select the country menu to browse the range of accents and languages there are available.

Configuring your voice

You can select **Configure** to find more options to control your voice.

Speed - This setting adjusts how fast your words will be spoken.

Pitch - How high or low your voice sounds.

Volume - Change how loud your voice is. Note that this is not adjusting your Grid Pad's volume.

Speak as you type

Under the **Speak as you type** heading, you can configure when Grid will speak. You can select **Sentences, Words, Characters** and **Using Computer Control**.

Pronunciation

Your Grid voice may sometimes say a word incorrectly. You can correct this by selecting **Pronunciation** and adding the word.

Enter the word that is pronounced incorrectly, then write in the word phonetically. For example the name "**Siobhan**" can often sound strange.

To pronounce it correctly, enter "**Shev awn**".

Message Banking

You can also replace the computer voice of Grid with clips of your own voice with **Message Banking**. For example, if you have a clip of you saying a friend's name, the recording will play when you use it.

Audio feedback

Grid can also speak to help you navigate and compose your messages. This is called **Auditory feedback**.

You can set a different voice for your feedback so that you can tell the difference between your personal voice, and the voice that is helping you navigate.

You can also change where Audio feedback comes from. If you have headphones, you can select these so you can listen privately.

22

Learning more about Grid

Your Grid Pad comes with a **Get started with Grid 3** guide.



You can also download this guide from the Smartbox website **thinksmartbox.com**.

You will also find more guides and videos on editing, access and more.

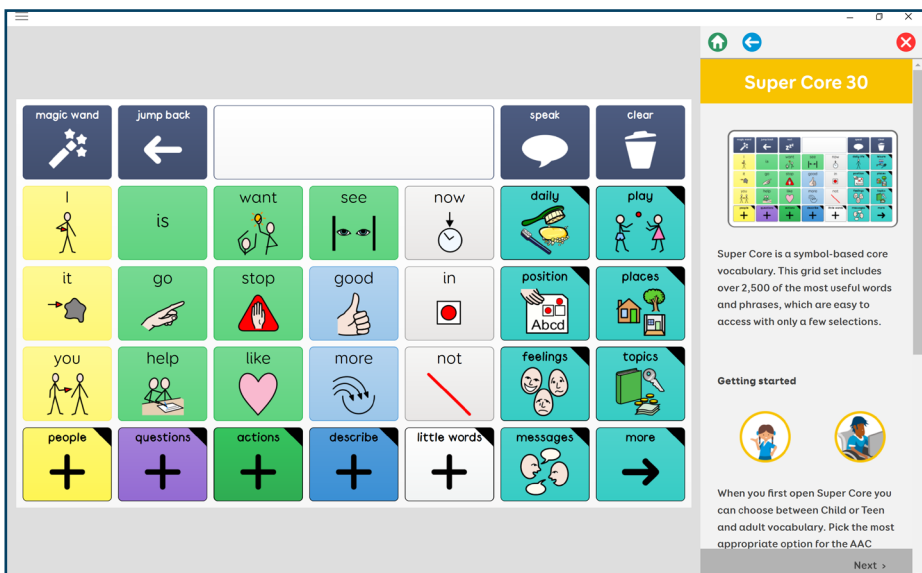
You can also download resources to support using grid sets, like communication boards and posters.

Grid Guide

If you want to find out more about the grid set you are using, you can also access its guide.

This is found under **Menu - Grid Guide** when you are in a grid set.

The Grid Guide will let you keep exploring the grid set, whilst showing you how to use and implement the grid set.



Access

Your Grid Pad 10s is a multi-access device.

This means you have many ways you can interact and use it to speak.

In this section find out how to configure your access method in Grid and explore a range of example user setups.

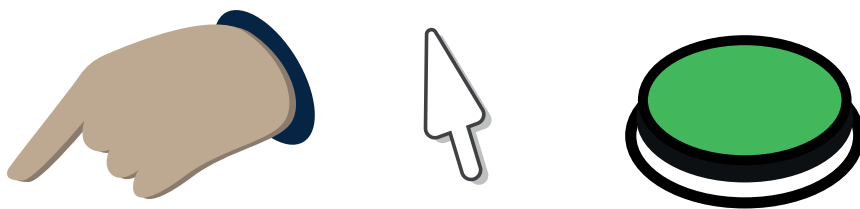
23.	Introduction to access	76
24.	Touch access	78
25.	Keyguards	84
26.	Touch access case study	86
27.	Pointer access	88
28.	Pointer access case study	100
29.	Switch access	102
30.	Switch access case study	118
31.	Voice activation	120

23

Introduction to access

Your access method describes the **accessories**, **settings** and **interactions** that you use to perform tasks on your Grid Pad.

Your Grid Pad 10s supports three main access methods within Grid.



Touch, **Pointer** and **Switch**.

Each method has a number of **settings** that you can adjust to make each method work for you. You can combine access methods too.

Grid saves these settings to your **user**.

This means if you are sharing your device, or use it in different situations, you can have different access settings.

You will find descriptions of these settings in this section and how they work.

You will also find case studies that describe a particular users setup to help bring everything together into a complete user setup.



24

Touch access

Touch access is when you interact with the Grid Pad using its touch screen.



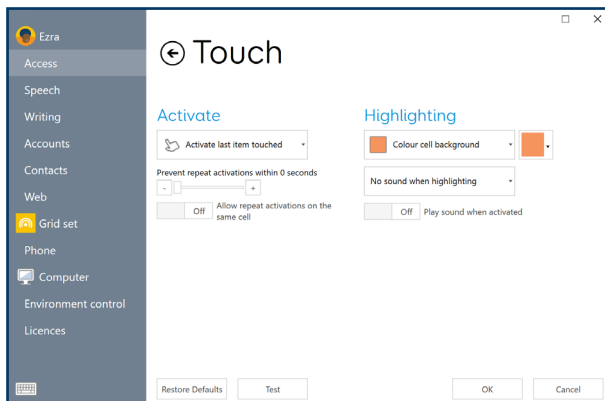
When using Grid 3, you will be **touching the cells on screen to activate** them.

You can configure how touch access works on your Grid Pad using Grid 3.

You can use touch access alongside other access methods so you can still navigate a grid set by touch, even if you have also setup switches or another method.

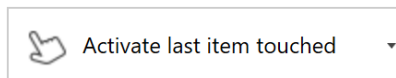
You can find the Touch access settings in **Menu - Settings - Access - Touch**.

Note that your touch access settings only control how your grid sets respond to touch. The Grid 3 menu bar and settings windows will always use your Windows settings.



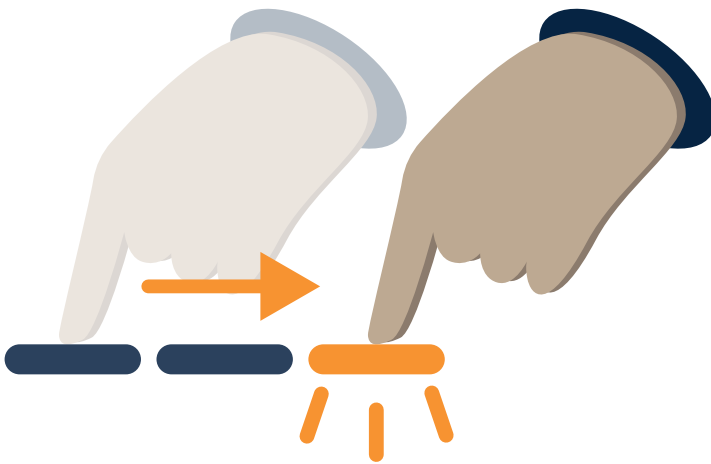
Changing your touch settings

Under the **Activate** heading of the Touch settings windows, you can choose how you would like Grid to respond to your touch.



Activate last item touched

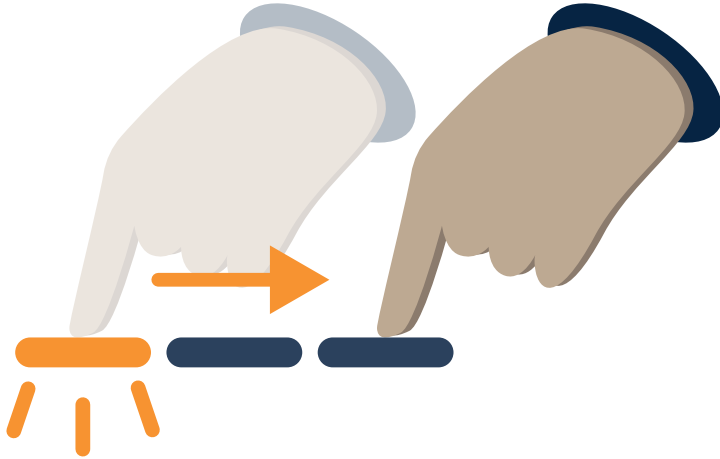
The default setting for touch access is **Activate last item touched**. This option means if you touch the screen on one cell, and drag to another, the **last cell** you rest on before releasing will be activated.



Activate first item touched

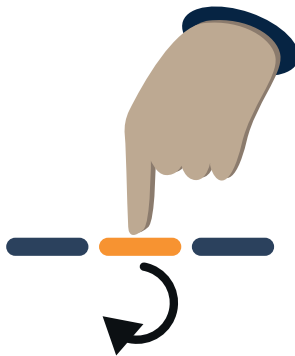
The second option available is **Activate first item touched**. With this setting, the **first cell** that is touched will be activated, even if you

drag to another cell.

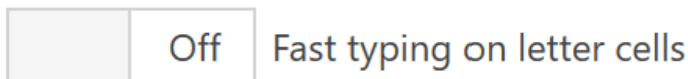


Touch and hold to activate

The **Touch and hold to activate** option allows you to adjust the length of time you need to hold, or **dwell**, on a cell before it activates.



You can adjust how the dwell is represented and also toggle **fast typing**.



Fast typing will reduce the dwell time by half on letter cells to make spelling out words faster. For example, if your dwell time is set to 4 seconds, letters will have a 2 second dwell.

Highlighting

The highlighting section allows you to adjust the **visual feedback** when activating. You can choose from four styles and a range of colours.



You can also add **sounds** for feedback when **activating** and **highlighting** cells.

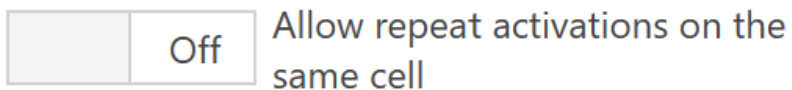
Preventing repeat activations

If you are finding cells are being activated repeatedly, you can adjust how quickly Grid will wait before accepting the next activation.

Prevent repeat activations within 0 seconds



Adjust the Prevent repeat activations slider to help filter multiple presses.



You can also toggle if you want to allow for repeated activations of the same cell.

25

Keyguards

A keyguard is an overlay for the Grid Pad's screen, typically made of firm plastic.

You may want to add a keyguard to your Grid Pad to prevent accidental activations. Keyguards are cut to size, specific for your device and grid set.

Grid Pad keyguards attach to your device with clean grip tape. It will hold to the screen firmly and can be removed without leaving a residue.

Grid 3 settings

Before applying your keyguard, you will need to set up Grid 3. The following are recommended settings:

- Set Grid to open when your Grid Pad is powered on
- Choose the Grid set you want to open with Grid
- Hide the Grid menu

Applying a keyguard

Make sure the screen is clean, and you have removed any protective film from the back of the keyguard.

Make sure Grid is open to the correct grid set and align the keyguard over the top.

Press the edges of the keyguard firmly against the screen.

Removing a keyguard

Grip the keyguard close to the edge. Gently lift to disengage the grip.

Do not run flat items like credit cards between the keyguard and Grid Pad as this may damage the clean grip tape.

26

Touch access case study

Pria is a young user who accesses her device through touch.

She has emerging literacy and uses auditory prompts to help her select the correct cells.

Pria uses **Touch and hold to activate** in her Grid settings. This means she has a bright circular progress bar so she can see how long she needs to press the touch screen to activate that cell.



Pria's SLT has worked to decide the best **dwelling time** for her to hear the auditory prompts, without being too long to become uncomfortable.

Pria has **cell highlighting** turned off because she is using the **dwell circle** to show which cell is active instead.

She has Grid set to **Speak description when highlighting**, which reads the label or description when she presses a cell.

Pria has chosen a female voice for her communication. She has chosen an adult male for the voice for her **audio feedback**, so that she can easily distinguish between speech and audio prompts.

27

Pointer access

Pointer access is when you interact with your device by **moving an on screen pointer**, sometimes called the **mouse cursor**.



When using Grid 3, you will be using the pointer to locate your cells, then activate them by **clicking, dwelling** or **activating** a **switch**.

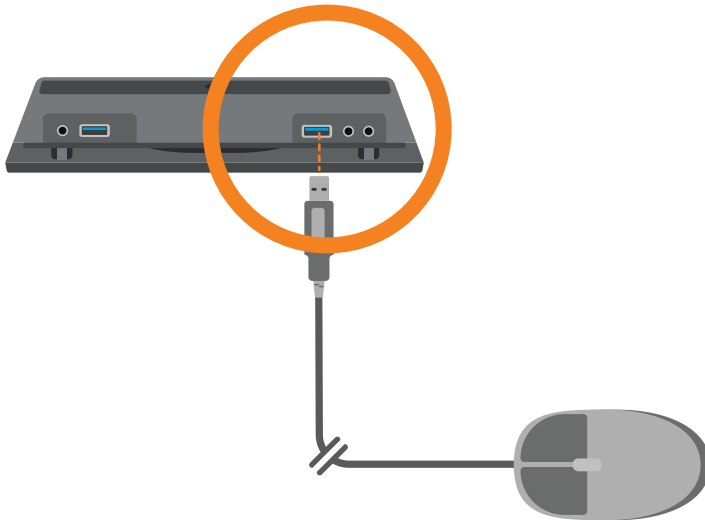
The pointer options in Grid give you a range of options to control other applications such as word processors, spreadsheets, paint programs and games.

Pointing devices come in a range of shapes and sizes. You may be familiar with the traditional

computer **mouse** or **track pads** found on many laptops. **Head trackers, motion trackers, joysticks** and **roller ball mice** can all be used to move your on screen pointer.

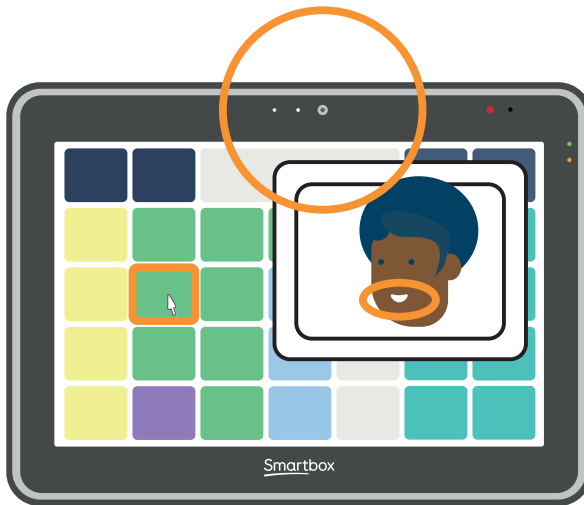
Connecting a pointing device

Pointing devices are either connected by USB or via Bluetooth.



If you are using USB, remove the port cover and plug your pointing device in to an available port.

If you are connecting a Bluetooth device, you will need to ensure Bluetooth is on in your Windows settings and follow the instructions provided with your device.



More advanced pointing methods such as head pointers may require additional software to be installed to work correctly. Follow the instructions provided with your device. You may also need a mount to attach the device to the Grid Pad.

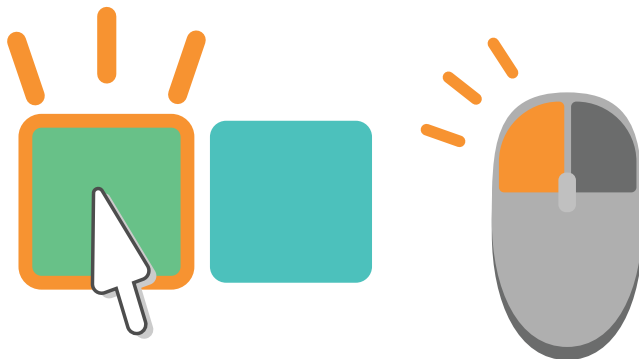
Changing your pointer settings in Grid

You can find the pointer settings in **Menu - Settings - Access - Pointer**.

You can adjust the **activation** options, **highlighting** and how the pointer acts when being using for **computer control**.

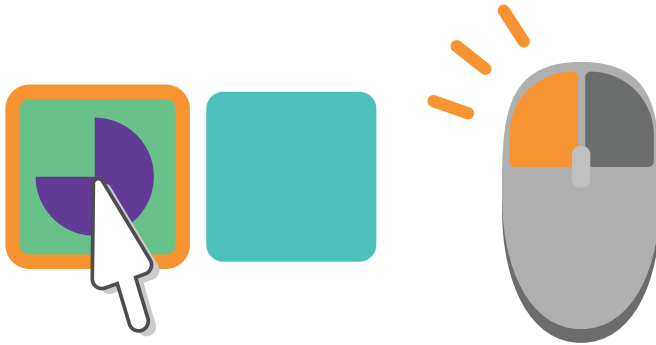
Click to activate

If your pointer has a button, like a mouse or joystick, the **click to activate** option allows you to tap or click the button to activate a cell.

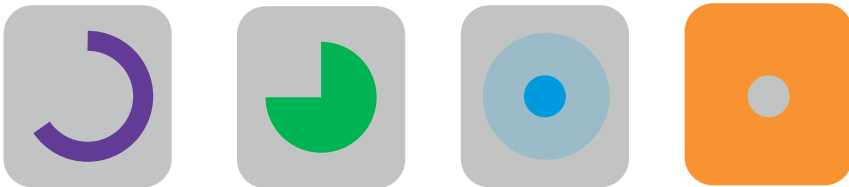


Hold to activate

You can use **hold to activate** to adjust the length of time you press a button down before a cell activates.



With this option selected you can adjust how the progress bar appears, and if you want to toggle **fast typing** on or off.



Dwell to activate

When you select the **dwell to activate** option, holding the pointer over a cell and holding it in place for a set time will activate the cell.



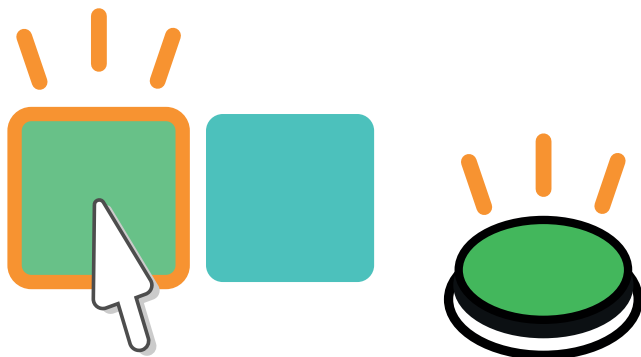
You can adjust the dwell time, the look and feel of the dwell and if you want to toggle **fast typing** on or off.

Press switch to activate

You can combine moving a pointer with a switch so that you can move the pointer on the screen, then use a switch to activate or click on the cell.

This setup will require you to have connected a

switch to your Grid Pad.



Preventing repeat activations

Each of the activation settings have the option to filter out repeated clicks and presses within a set time.

Highlighting

The highlighting section allows you to adjust the **visual feedback** when activating. You can choose from four styles and a range of colours.

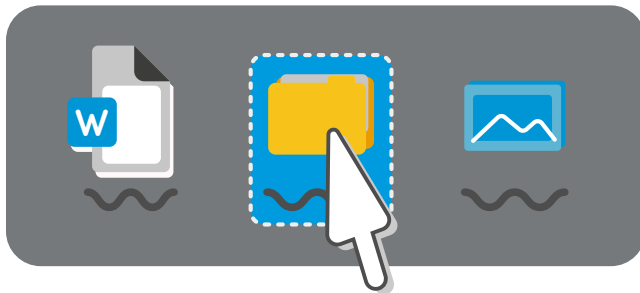
You can also add **sounds** for feedback when

activating and **highlighting** cells.

Computer control

You have a number of options to adjust how the pointer acts when you are using Grid to access other applications.

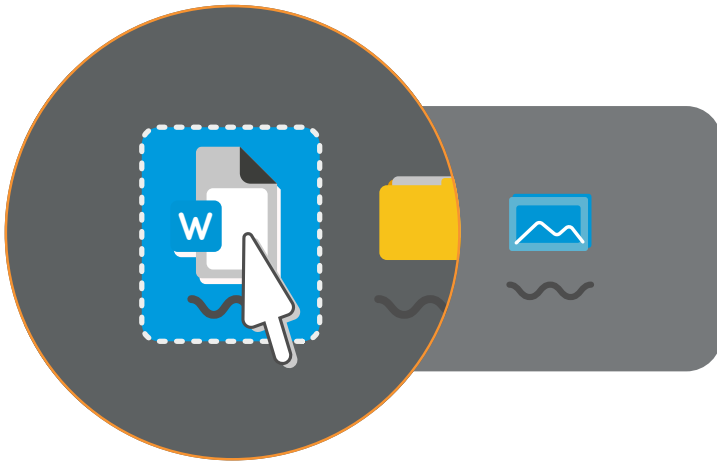
Most Windows applications respond to clicks, double clicks and a combination of drags and holds to perform actions.



The computer control grids sets in Grid allow you to select which type of click or action you want to perform. The click options under Computer control in **Settings - Access - Pointer** allow you to change how you perform that click.

Zoom to click

The zoom to click option allows you to focus in on the area of the screen you want to interact with.



You can adjust the amount of magnification and the time the zoom takes.

Dwell to click

The dwell to click option allows you to hold the pointer of the area you want to activate. Holding the cursor in place for a set time will

activate your chosen click.



You can adjust the time it takes the dwell to complete and the colour of the highlight.

Press switch to click

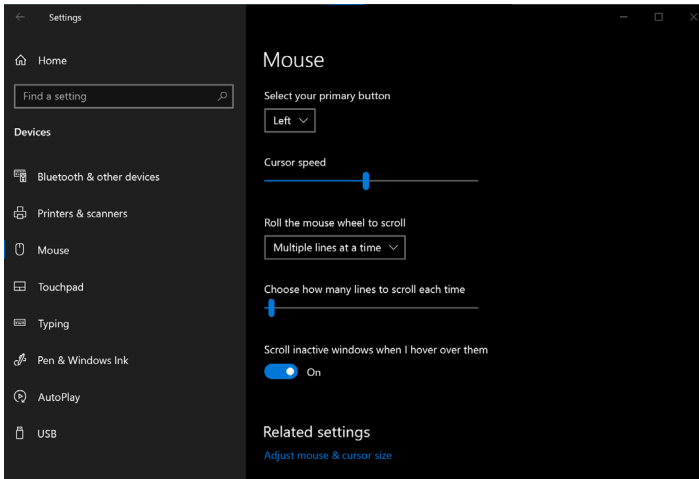
If you have a switch connected to your Grid Pad, you can use this to activate your selected computer control click.



Changing your pointer settings in Windows

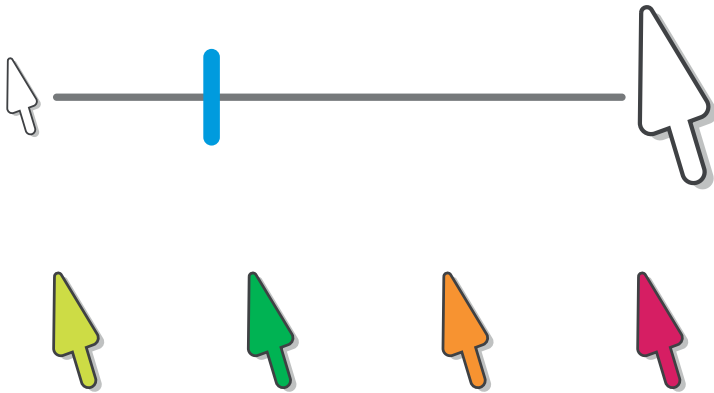
Windows has additional settings you can use to make your pointer more visible and adjust the speed it moves on screen.

You can find these settings under **Start menu - Settings - Devices - Mouse**.



Here you can adjust which button of your device is the primary button. You can also adjust the speed.

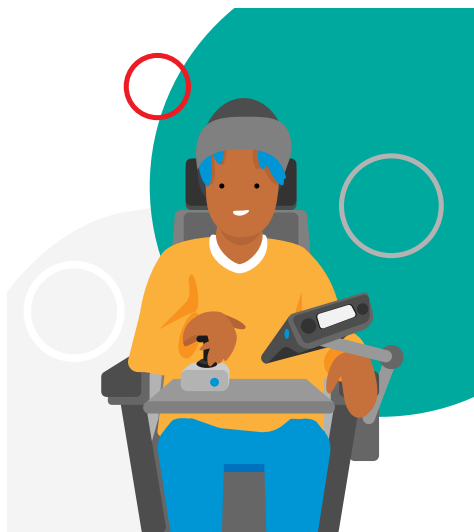
Selecting **Adjust mouse & cursor size** allows you to make the cursor more visible by adjusting its size and colour.



28

Pointer access case study

Ezra is in their early 20s and accesses their device using a **Joystick**. A T-bar handle on their joystick helps them maintain a stable grasp and better control of the **pointer** movement on their device.



Ezra's Grid Pad is mounted on their wheelchair, and the joystick is on the wheelchair tray. They like the joystick because the pointer accelerates towards their target as they hold the T-bar end in position and slows if they releases.

Ezra attends a residential college and uses their Grid Pad to support their spoken communication, to communicate remotely with



friends and family, and access social media. They also use their device to control doors to their room and some areas of college as well as things like their TV.

Ezra uses a grid set called **WordPower 100**. Recently their college tutors have added a cell that takes Ezra between their WordPower grids and **Computer Control** grids.

In their Grid settings, Ezra is set up with **pointer access** and **click to activate** and they use the **button** on their joystick for this.

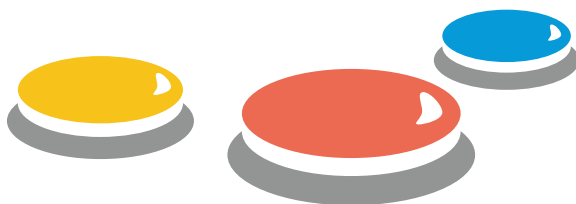
In settings, Ezra's pointer **Highlighting** is set to **magnify** and **colour cell**. This helps provide a larger cell area when they get to where they want, giving them, time to release the T-bar, or compensates for occasional small knocks as they reach for the left click button.



29

Switch access

Switch access is when you interact with your Grid Pad using external switch devices.



Switches are available in many shapes and forms, from simple buttons to complex devices that are activated by facial expressions or muscle movements.

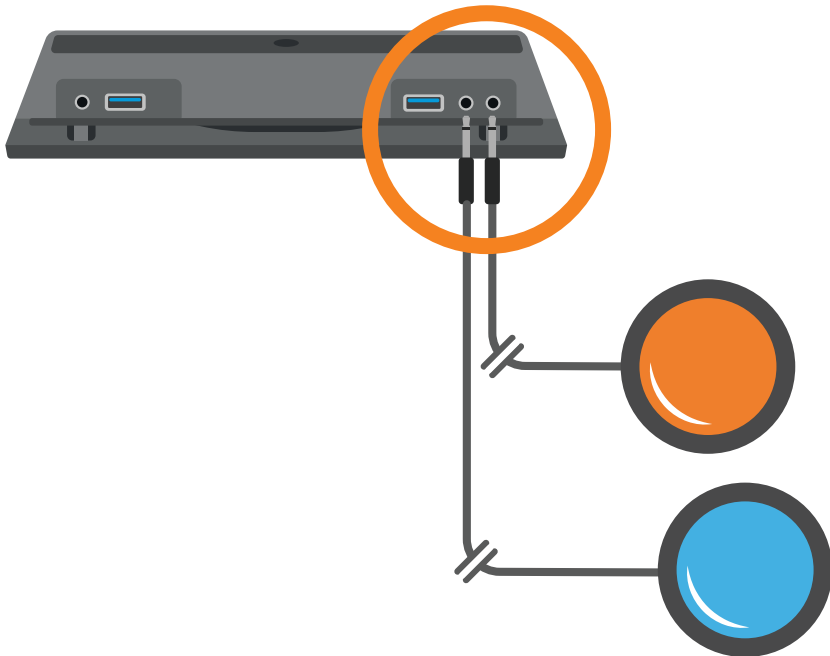
You can connect **two** switches to your Grid Pad.

These use the **3.5mm switch ports** on the back of the device, underneath the port cover.

You can also connect switches using the **USB ports** or using **Bluetooth**.

Typically, when a switch is pressed, it is considered **on**, or **activated**. When it is released, it is **off**.

Connecting switches



Remove the port cover and insert your switch plug into the port.

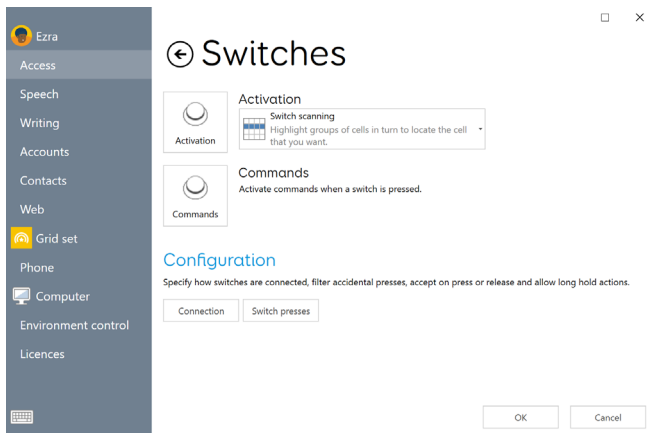
If you are using one switch, it is best to connect to the port labelled **S2**.

Once connected, your switch will need to be set up in Grid 3.

Adding a switch in Grid

Switch setup can vary in complexity. You will find that you have many options to make using one, or more switches together, suit you.

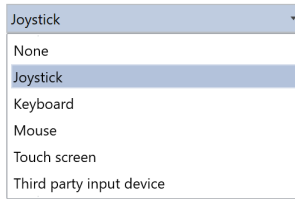
This guide will show you the basic concepts that will help you get started.



You can find switch settings in **Menu - Access - Switches**.

On the Switches settings window, select **Connection**.

Under the drop down box, select **Grid Pad switches**.



You can toggle your switch and the switch icon will turn green to show it is activated.



Tap the **back** button to return to the Switches window.

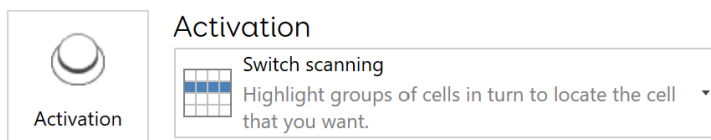
Your switch is now connected in Grid, however you will need to choose how it works when it is activated.

Activation

The activation drop down list allows you to

choose what happens on your grid set when a switch is activated.

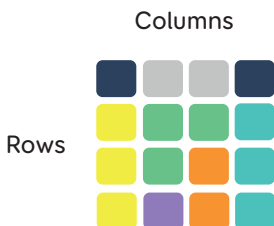
You can choose from **Switch scanning**, **Switch joystick** or **Switch elimination**. You can configure how your chosen activation method works with the **Activation** button.



Switch scanning

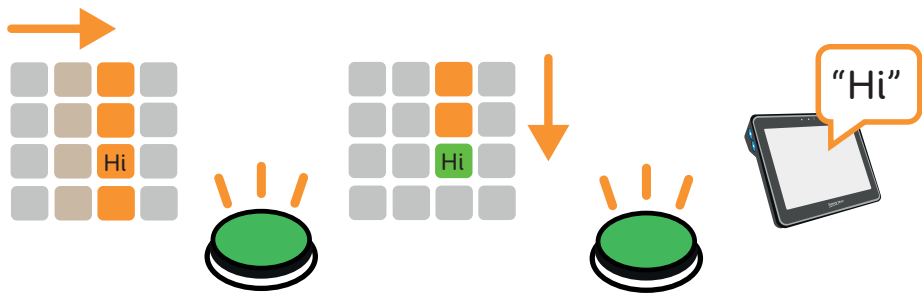
Switch scanning allows you to locate the cell in Grid that you wish to activate, by following a highlight moving through the grid set.

Grid sets are arranged in **rows** and **columns**.



Selecting **Activation** will show your Switch scanning options.

Under the **Advance** heading, you can use the drop down menu to choose how you would like to **scan** across your grid sets.

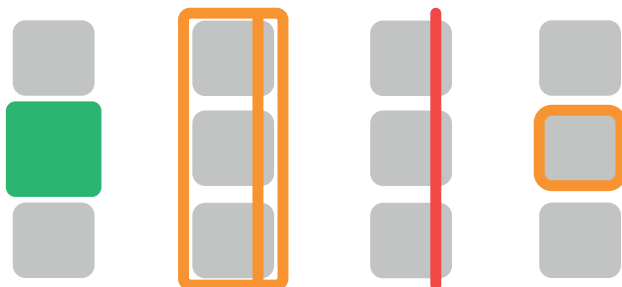


An example of a **column** then **row** scan

You can also select if you would like the scan to **automatically** advance, or if you want to use another switch manually control the scan with **taps** or **holds**.

You can control the **speed** the scan advances. You can also choose if you would like the scan to automatically start.

You also have a number of **visual options** to change how scanning looks. These are found under the **Highlighting** heading.



Examples of cell highlighting when switch scanning

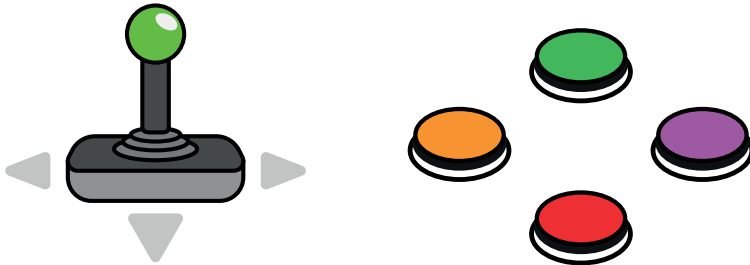
You can adjust the **colour** and type of highlight as well as any magnification.

You can also add a **spoken description** or sound that follows the highlight.

Switch joystick

Switch joystick enables you to use a joystick or a set of switches to select the cells in your grid. These can either be connected by USB, with an

adapter or Bluetooth.



Selecting Activation will let you choose how the joystick or set of switches will act.

Under the **Move** heading you can choose how the joystick or switches respond with either holds or taps.

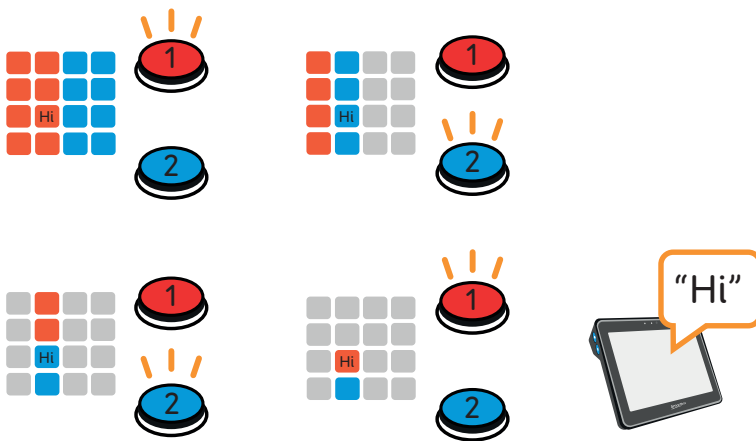
You can add an additional switch to activate cells, or choose dwell to activate the last highlighted cell.

Switch elimination

The switch elimination method requires two or more switches connected to your Grid Pad.

With switch elimination, your grid is split into sections that are activated by an assigned switch.

In the example below **Switch 1** triggers cells with a red background and **Switch 2** triggers cells with a blue background.



Under the **Activation** button, you can configure switch elimination to use 2 or 4 switches.

You can also change the colours of each block and configure additional switches to stop and go back between elimination steps.

Switch commands

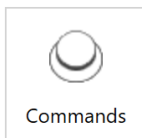
You can assign specific **Grid commands** to a switch.

These commands will be **activated** when the switch is pressed.

You can add **multiple commands** to a switch if needed.

You can set a switch to trigger a sound, go to the home page of your grid set or turn on the TV.

To add a switch command, select the **Commands** button.



Commands

Activate commands when a switch is pressed.

The Switch commands screen will show any switches that have commands assigned.

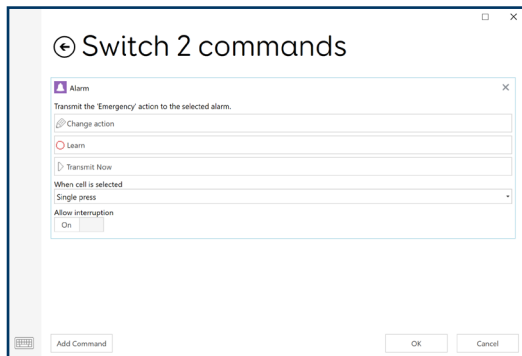
To add a new switch, select the **Add switch** button.

Choose a **connected** Switch.

A switch that is being used for access can also have commands assigned to them.

Select **Add command** and find the command you wish to trigger.

If the command has additional options, such as specifying which grid to open, or what sound to make, selecting **Next** lets you customise the action.

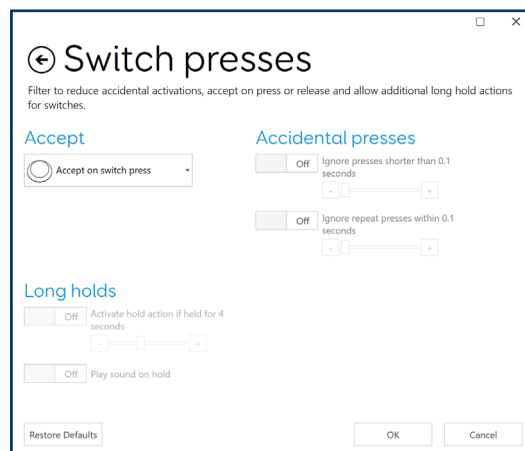


Repeating this process will add additional commands, and you can drag and drop each command to change the order in which they will be triggered.

Switch presses

You can filter and adjust how your switches respond to accidental presses under the Switch presses button.

This screen will let you adjust the time between presses, and if you want to adjust how long a switch can be held for.



Alternative switch methods

You can use other input devices as a switch, such as a mouse, keyboard, game controller or the Grid Pad touch screen.

Select the **Connection** button from **Menu - Settings - Access - Switches**.

Under the drop down list you can select from a number of other devices that can be used as a switch.

Joystick

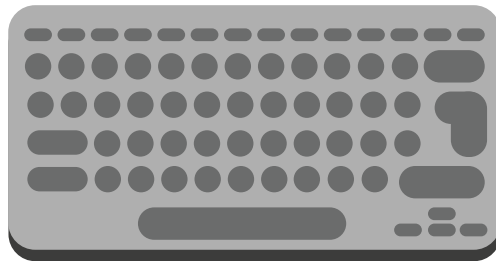
Use a USB or Bluetooth connected Joystick or game controller as a switch.



Each button on the device can be configured as a separate switch.

If you are using a switch interface, this may also be configured under the **Joystick** options.

Keyboard



If you attach a keyboard to your Grid Pad either with USB or Bluetooth, you can use any key to act as a switch.

This is useful for trying more complex set-ups when you might not have all the switches available to you.

Be aware that if you have set a key to act as a

switch, you will no longer be able to use that key normally while Grid is open.

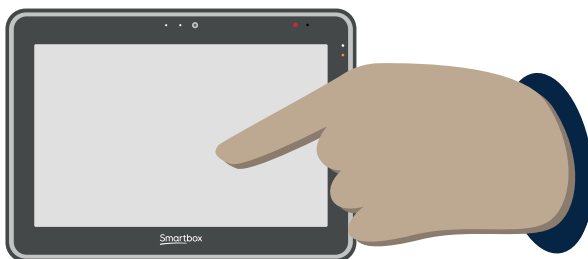
Mouse

You can configure the buttons of a connected mouse to act as a switch.

As with assigning a keyboard key, you will not be able to use the button to navigate your Grid Pad once it is assigned as a switch in Grid.

Touch screen

With touch screen selected, the whole screen becomes a single switch.



Be aware, to continue to edit or access your Grid Pad outside of Grid, you will need to connect a mouse and keyboard.

Other devices

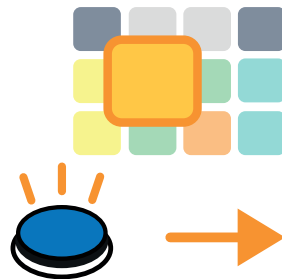
Most switches connect either to your switch ports, or to the USB ports and are shown under the **Joystick** heading.

Some devices that connect to the USB port, or require specific software to operate, may show as switches under the **Third party input device** option.



Diego is learning how to use Grid with a switch. Previously, his **switch scanning** was set to move forward automatically, which meant he made a lot of mistakes and quickly lost confidence.

His communication partner has decided to try **partner assisted scanning**. The communication partner uses one switch to move the scan forward, and then Diego uses



his switch to **select the cell** he wants. In Grid settings this is called **Tap to advance**.



This method allows the communication partner to set the pace to a speed that works well for Diego. If they can see Diego reaching for his switch, they can pause to give Diego time to hit it.

The communication partner can also turn on **Speak description when Highlighting**, to give Diego some additional feedback on the cells he is scanning.

As Diego moves on with scanning, his settings can be changed to **Automatically advance**.

31

Voice activation

Voice activation allows you to trigger cells in Grid with voice commands.



“Hey Grid, TV! On! Channel Two!”

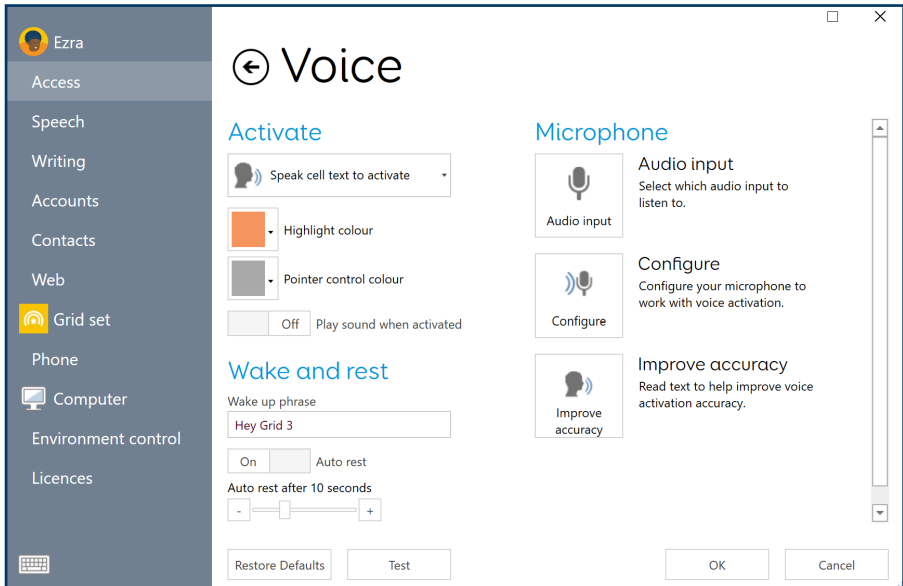
This can be a great tool for using Grid to control other devices like TVs and stereos.

To use this activation method, you will need to use either the microphone built into your Grid Pad, or attach a headset using the USB ports or Bluetooth.

Once set up, you can speak a wake up phrase such as **“Hey Grid 3”** followed by the cell label you want to activate.

You can continue to add commands and navigate your grid set. After a period of no commands, Grid will rest, and you will need to

use the Wake up phrase again.



Improving voice accuracy

You have a number of options to improve how Grid responds to your voice.

The **Configure** and **Improve accuracy** options are tools that will help tweak your settings to ensure your voice is being picked up correctly.

If you are using your Grid Pad for voice access, you may also want to consider a dedicated USB microphone which can improve accuracy.

You can also use Bluetooth headsets and microphones.

Grid Pad 10s features

Your Grid Pad 10s has many extra features for you to take advantage of.

This section explains these features so you can turn your device on and off remotely, connect a smartphone and send your speech and more to the second screen.

32.	Remote Power Button	126
33.	Using the Remote Power Button switch ports	128
34.	Changing the Remote Power Button batteries	130
35.	Pairing the Remote Power Button	131
36.	Daylight screen	132
37.	Using the second screen	134
38.	Using infrared	138
39.	Setting up and infrared remote	139
40.	Setting up and infrared remote manually	140
41.	Connecting a phone	146
42.	Programming buttons	148

32

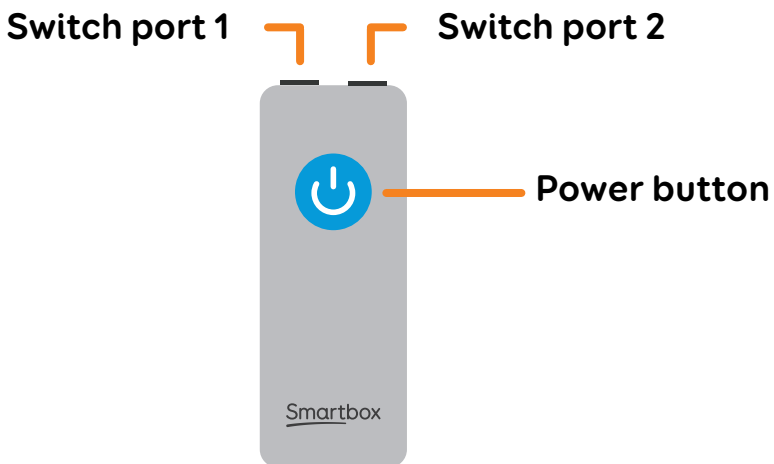
Remote Power Button

Your Grid Pad has a **Remote Power Button** included.

The Remote Power Button allows you to **turn your Grid Pad on and off**.

It can also be used to **setup switches away from the device**.

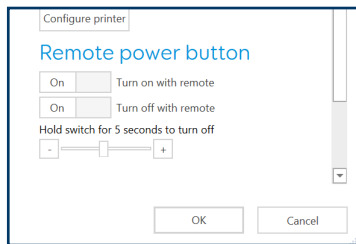
The Remote Power Button comes paired with your Grid Pad out of the box.



Switch port 1 also functions as a power button.

You can configure how your Remote Power Button behaves using Grid.

You can find the settings in **Menu - Settings - Computer**.



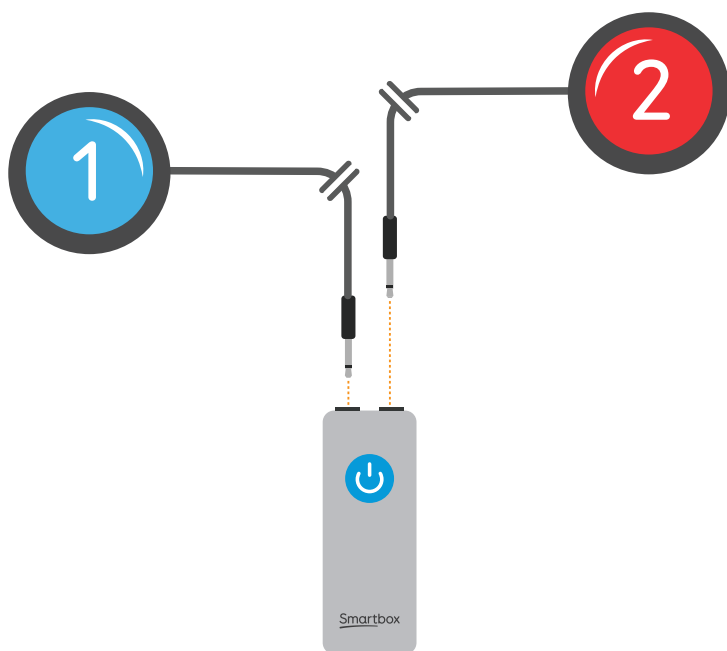
From this screen you can toggle if you want your Remote Power Button to **Turn on with remote** and **Turn off with remote**.

You can also choose how long the button or connected switch needs to be pressed before the device powers off.

33

Using the Remote Power Button switch ports

The two ports on the top of your remote power button allow you to connect one or two switches with a standard 3.5mm plug.



Switch port 1 can also act as a power button, allowing you to use a connected switch to turn your device on and off.

The switch ports of the Remote Power Button are linked to the switch ports of the Grid Pad.

A switch attached to **Port 1** of the Remote Power Button will do the same thing as a switch plugged in to **Port 1** on your Grid Pad, so you can use it to activate cells in Grid and toggle the device to power off with a long hold.

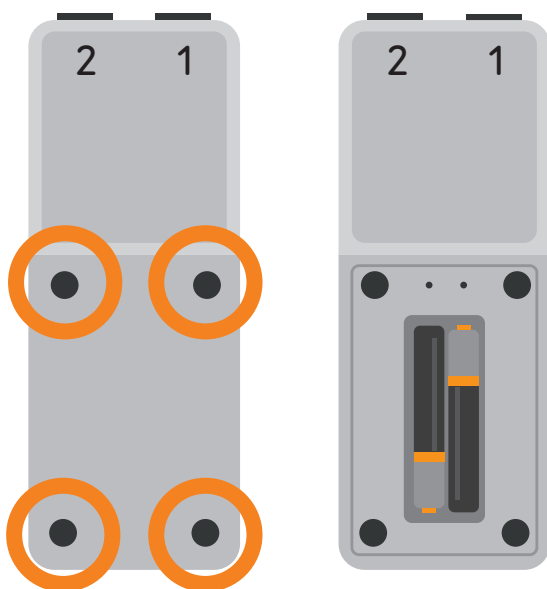
34

Changing the batteries

The Remote Power Button uses two AAA batteries.

To change the batteries of your remote power button you need to use a screwdriver to remove the four screws from the rear of the device.

Remove the battery cover, and the spent batteries and replace with new ones.

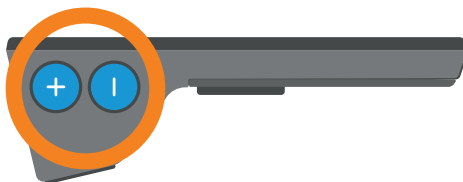


Pairing the Remote Power Button

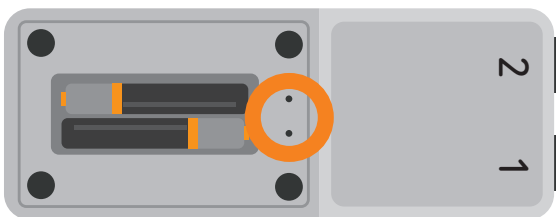
35

The Remote Power Button is paired with your Grid Pad out of the box.

You may need to pair it again after changing the batteries.



Press and hold both **volume buttons** on your Grid Pad for **10 seconds**. The LED on the front of the Grid Pad will flash.



Use a **pin or thin wire** to press in the **pairing button**, the **left hole** above the batteries. Press this in for **5 seconds** until the LEDs on the front of the Grid pad will blink rapidly to confirm pairing.

36

Daylight screen

The screen on your Grid Pad is a daylight bright screen.

This means it can be seen clearly in bright sunlight when it is set to its maximum brightness.

Note that the brighter the screen is set, the more battery it will use. Around 30% brightness is suitable for indoor use.

Controlling the brightness of the screen

Windows

You can adjust the brightness of the screen in **Settings - System - Display**.



Here you can also toggle **Night light** which reduces the amount of blue light from the screen during the evening and night. This can be useful if you are using the device for long periods.

Grid 3

You can control the brightness of the screen from the settings or options grids of many grid sets.



Look for the brightness commands.

These sometimes are single cells that increase the brightness when selected.

37

Using the second screen

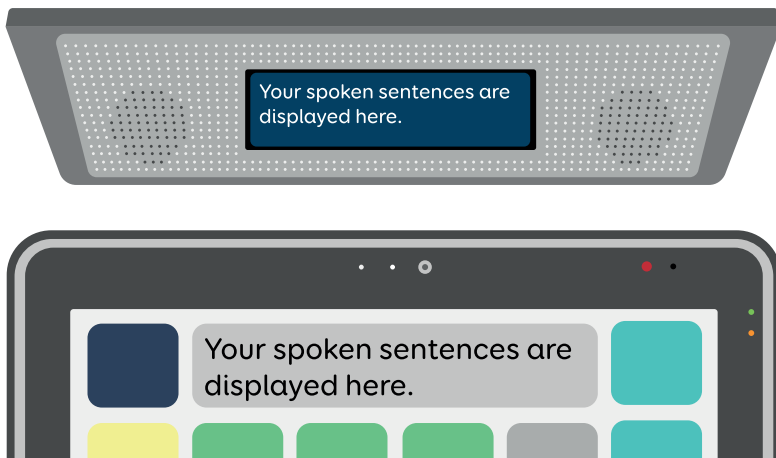
The second screen on your Grid Pad will **display your sentences as you speak** from Grid 3.

You can change how it acts with settings found within your grid sets.

You can also turn the screen **on or off** from within a grid set.

How the screen works

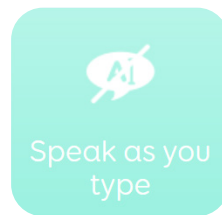
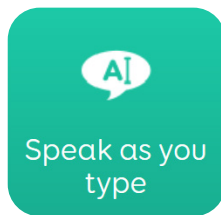
The second screen reflects what is in your grid set's **chat window**.



Grid commands that effect the second screen

Speak as you type

If you set Grid to Speak as you type, the second screen will display each word as it is entered.



If you toggle **Speak as you type** to off, the second screen will show three animated dots, to show that you are currently writing. Your message will be displayed when you select **Speak**.



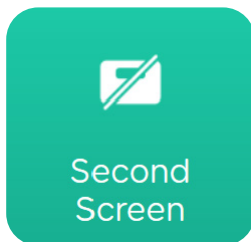
You can find additional options for **Speak as you type** in the Grid Settings. You can find these under **Menu - Settings - Speech**.

Speak as you type

<input checked="" type="checkbox"/>	On	<input type="checkbox"/>	Sentences
<input checked="" type="checkbox"/>	On	<input type="checkbox"/>	Words
<input type="checkbox"/>		<input checked="" type="checkbox"/>	Off Characters
<input type="checkbox"/>		<input checked="" type="checkbox"/>	Off Using Computer Control

Here you can toggle between **Sentences**, **Words**, **Characters** and if speaking should be enabled whilst using Computer Control.

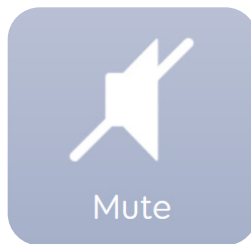
Second screen



Toggling the Second screen cell will turn the screen **On** or **Off**.

Mute

The second screen will continue to display your messages, even if the volume of the Grid Pad is muted.



This means you can share a quiet message, without broadcasting loud speech.

Adding these cells to your grid sets

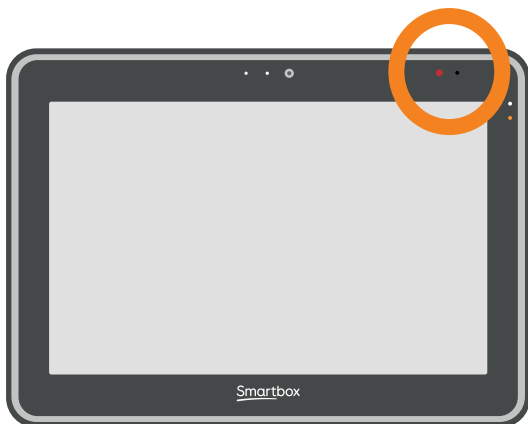
You can find the Second screen, Speak as you type and Mute cells in the **settings** or **tools** of many grid sets.

You can also add these to an existing grid set in **Edit mode**.

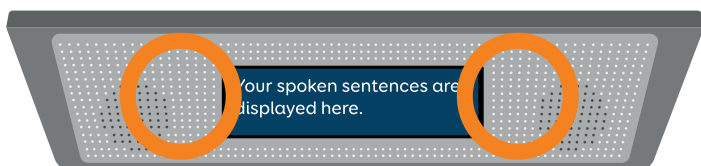
38

Using infrared

Your Grid Pad has both an infrared (IR) receiver and transmitter.



The IR receiver is used to learn controls from IR remotes.



The IR transmitters are used to send IR commands from Grid, to devices such as TVs and stereos.

Setting up an infrared remote

39

Grid includes **Servus environment control** grid sets which are ready for variety of devices and appliances.

Using Infrared remote files

Smartbox keep a list of different IR remote codes for many home entertainment devices.

Before you start setting up your devices, check the list to see if we have the relevant codes pre-programmed to save you time. These files are stored as .remote files. To find our current list of remotes visit:

thinksmartbox.com/ir-remotes

Installing a remote file

To install a **.remote** file, download the file you need from our website, close down Grid 3 and open your **File Explorer**.

Navigate to: **Users\Public\Documents\Smartbox\Grid 3\Environment control Accessories**

Copy the .remote file into this folder and open Grid 3.

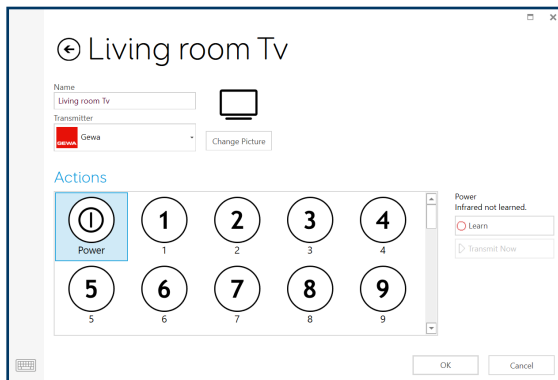
In Grid 3 go to **Settings - Environment control** and you will now see the new device listed.

Setting up an infrared remote manually

To set up a remote manually, open Grid 3 and go to **Settings - Environment control**. Under **Accessories** select **Add**.

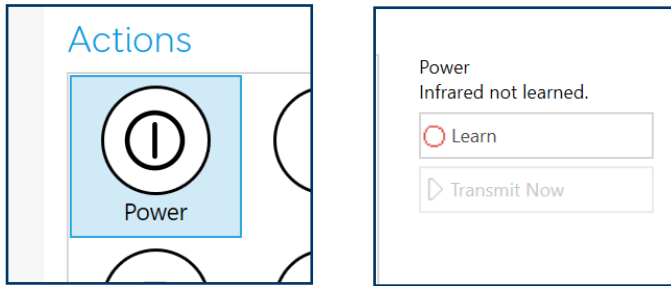


You will see a list of accessories. Select the type you would like to configure, and you will be taken to the learning screen.



Here you can name your device, change the icon and learn remote actions.

Select the action you wish to learn, for example **Power**, then tap the **Learn** button on the right side of the window.



The **Learn infrared** window will appear and you will be asked to follow the instructions on the screen.

Point your remote directly at the front of your Grid Pad, at least 2 inches away.

You will see the red receiver LED in the top right.



When the IR code is received, this LED will blink once.

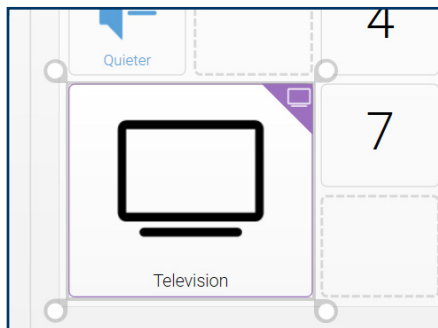
Once complete, the action will turn green and you can test it by tapping Transmit now. Follow these steps for each corresponding action that appears on your remote, then click OK to save and go back to the Environment control window.

Controlling multiple accessories

If you are controlling more than one of the same

type of accessory, you can use auto content cells in your Environment control grid sets.

If you have a TV in the bedroom and in the living room for example, you can create two Television auto content cells to choose which TV you are sending commands to.



Unique infrared commands

If you have an accessory or toy with only a few functions, you can use the **Infrared** command to create a cell of a specific action.

When you add the Infrared command you will be taken to the **Learn Infrared** window. Follow the

instructions on the screen and click **OK** to add the command to a cell.

41

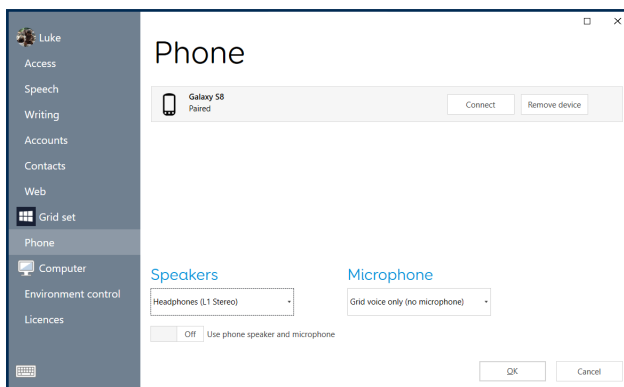
Connecting a phone

You can connect an **Android** or **Apple iPhone** to your Grid Pad so that you can read and send SMS messages and make and receive phone calls.

This uses **Bluetooth**, so you will need to have your phone on and near your Grid Pad.

You can connect **Android** devices running Android 6 and above or **iPhone 6** and above running the most recent OS (iOS13 at time of writing).

Open Grid, select the menu and select **Settings - Phone**.



Discoverable phones will appear on the **Phone** screen.

Tap **Connect** next to your phone to begin pairing.

Your phone will display a notification to confirm, often with a pin code. Select '**Confirm**' or '**Yes**' on this to continue pairing.

You may also get a couple of additional prompts on your phone while it pairs. These are to allow Grid access to various functions. **Accept all of these.**

Once pairing is complete you will see a list of what your phone can do while it is connected to Grid.

Your phone will also begin to sync messages and calls, so you may start to see pop ups in Grid.

42

Programming buttons

The volume buttons can be programmed in Grid to act as switches.



They can be assigned a number of commands, so you can use them to close a grid set, open a specific grid, adjust brightness and more.

Open **Settings - Access - Switches**.

Tap **Connection**.

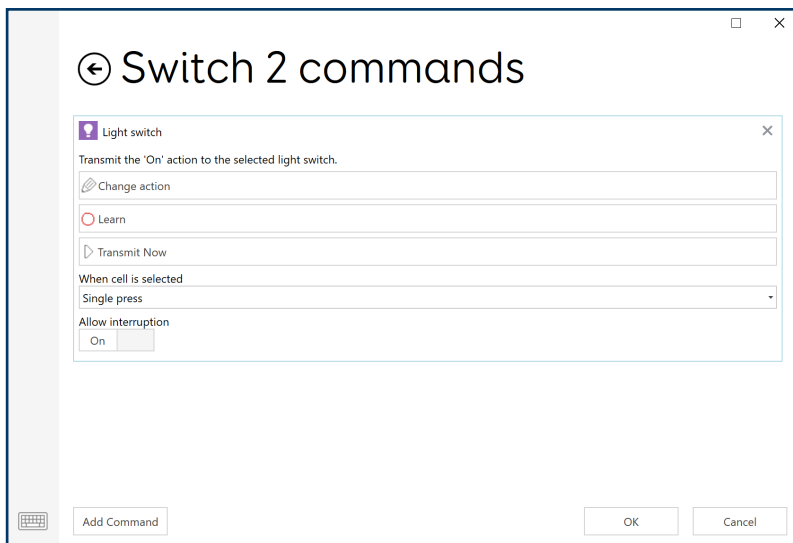
Select **Keyboard**.

Choose a switch you want to configure and tap **Change Key**.

A new window will open, press the **Volume Up** or **Down** button on your Grid Pad.

Tap **back**.

You can now assign **commands** to your button by selecting the switch.



Looking after your Grid Pad

Your Grid Pad is a tough device, but to keep things running smoothly you need to keep your device up to date, backed up and clean.

If you do have any problems, you can also find out where to get support.

43.	Updating Grid 3	152
44.	Updating Windows	154
45.	Backup your grid sets using Dropbox	155
46.	Backup your Grid user	156
47.	Cleaning and storing your Grid Pad	158
48.	Antimicrobial properties	160
49.	Support	161
50.	Finding your model and serial number	162

43

Updating Grid 3

Grid 3 has regular updates that introduce new features and content, as well as support for new access methods and devices.

If your device is online, Grid 3 will scan for updates and display an icon in the menu bar if a new version is available.



Tap the icon and follow the on screen instructions. Grid will restart as part of this process.

Checking for updates manually

Open the **Start menu**.

Browse to the **Smartbox** folder.

Select **Smartbox Update**.

This will update all Smartbox software on your Grid Pad, including Grid, Look to Learn and more.

Early Access

Before an official release, Grid enters a phase called **Early Access**. This is a preview release that demonstrates new features, and is the final stage of testing.

You can turn Early Access on in **Settings - Computer**.

It is **not recommended** to use Early Access if your Grid Pad is your primary communication device.

44

Updating Windows

Your Grid Pad's operating system, Windows, receives frequent updates from Microsoft. These keep your device secure and bug free as well as introduce new features.

These will normally download while your Grid Pad is connected to the internet. These are then installed when your device is shut down or restarted.

Checking for updates manually

Open the **Start** menu.

Go to **Settings - Updates & Security - Windows update**

Windows will download any updates that are available and prepare to install them. Most updates require you to restart your device.

Backup your grid sets using Dropbox

45

It is important to keep a backup of your grid sets and user profile.

You can link your **Smartbox Account** to a Dropbox account under **Settings - Accounts**. Select **Dropbox** then log in to link your accounts.

When your Smartbox Account is linked to Dropbox, your grid sets and message banked files will be uploaded automatically.

This also means you can use Grid 3 on Windows and Grid for iPad and keep your grid sets synchronised.

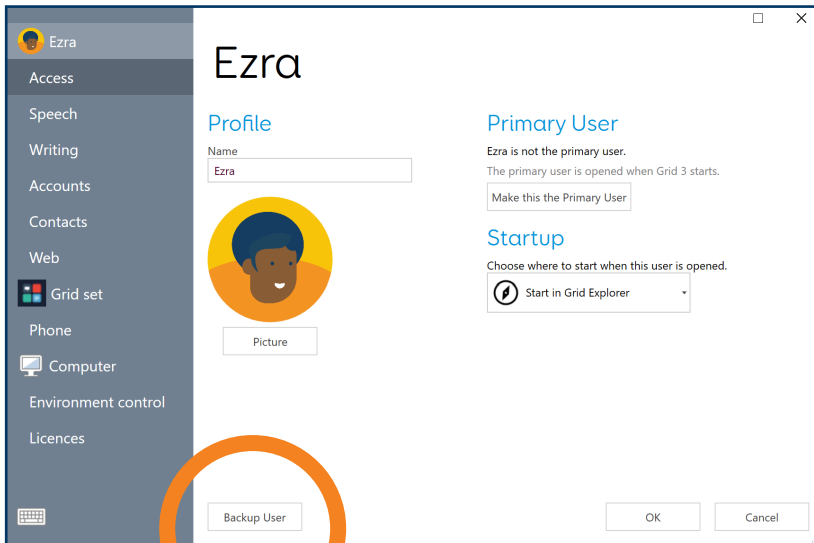
46

Backup your Grid user

You can take a complete copy of your Grid user from the Grid 3 User screen.

Go to **Menu - Settings** and select your user name.

At the bottom of the Settings window you will see the **Backup User** button. Tap this and you can choose where to save your backup.



What information gets backed up?

- Settings
- Grid sets
- Message banked files
- Your Grid Explorer layout
- Predictions
- Dictionary
- Contacts
- Notes
- Email and text messages.

Restoring a backup

You can restore your user backup on the User select screen. If you are already in Grid you can access this by tapping **Menu - Users**.

On this screen select the **Restore Backup** button, locate your backup file and tap **Open**.

Cleaning and storing your Grid Pad

The front glass of your Grid Pad can be cleaned using a microfibre cloth. Your Grid Pad should be cleaned regularly with an antibacterial wipe.

You can also use alcohol-based wipes to clean both the screen and the outer case of the Grid Pad.

Do not use spray cleaning fluid, gel, or polish directly onto your Grid Pad, or immerse the device in water.

Storing your Grid Pad

When not in use, your Grid Pad should be stored safely.

Do not rest or press hard objects against the screen.

Disconnect any devices plugged into the ports of the Grid Pad, including USB ports, switch ports and the power lead.

Storing the Remote Power Button

When packing away your Grid Pad, we recommend **removing** the AAA batteries from the Remote Power Button and disconnecting any switches.

48

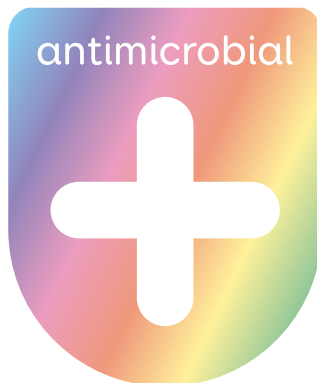
Antimicrobial properties

Grid Pad communication aids use Sanitized® technology within the case and screen.

This technology is clinically proven to slow the growth of bacteria and the spread of viruses by using small particles of silver which prevent microbes from replicating.

You can find this finish on:

- Inhibits bacteria and virus growth
- Prevents unpleasant odours
- Cannot be removed through cleaning



Support

49

Our Support team are here to help you.



Online chat

thinksmartbox.com

Email

support@thinksmartbox.com



Phone

UK: 01684 578868

US: (844) 341-7386

Repairs

Our Repairs team can look after your device in case of damage.



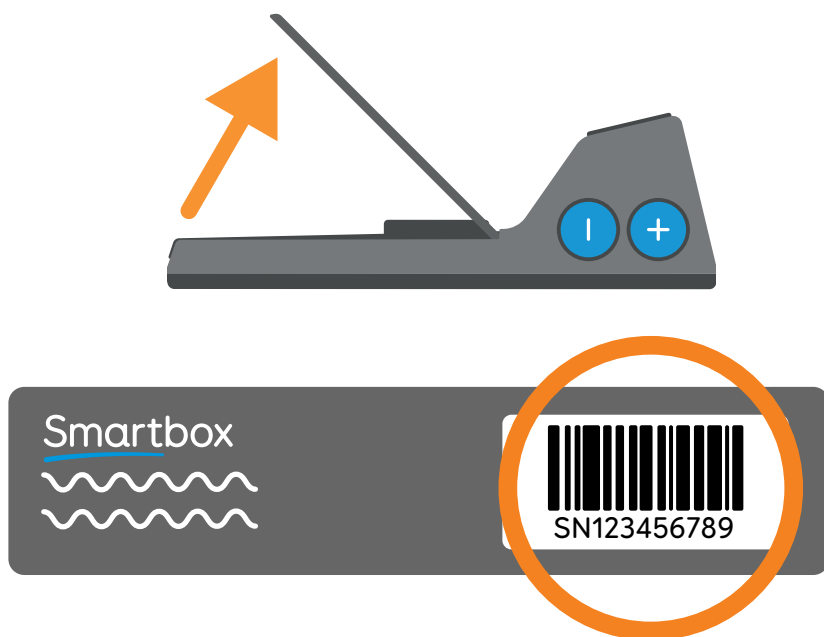
50

Finding your model and serial number

When you contact our Support team, please have your device model and serial number to hand. This helps us identify the device you are having an issue with!

You can find the serial number on the back of your Grid Pad.

The serial number for the device is placed under the stand, lift up the stand and the serial number is found here:



Blank writing area with 17 horizontal lines.

Supplier support contact

Contacting Smartbox

Our support team are here to help.

You can reach our **UK** team weekdays on

01684 578868

You can reach our **US** team weekdays on

(844) 341-7386

You can email us at

support@thinksmartbox.com