



Care guide

Looking after your
communication aid

Smartbox Support

We are here to help you get the best from your device and software. Before contacting us, you may also want to consult your provider or local supplier, who will also be able to help you!

Getting help online

Our website has many guides and articles to help you with more specific questions. Visit our knowledge base

thinksmartbox.com/knowledge-base

Online chat

Our support team are available to chat online and help you resolve any issues. Get in touch by looking for the chat window on thinksmartbox.com. If we are not available, you can leave a message and we will get back to you as soon as possible.

Supplier support contact

Contacting us

Our support team are here to help.

You can reach our UK team weekdays on

01684 578868

You can email us at

support@thinksmartbox.com

Getting started with your new device



Unpack your device, do you have everything you need?



Plug in your device and switch it on



Grid will open once ready



Email



Phone



Make your Smartbox account



Create a user profile



Choose your Voice!



Dropbox (for backups!)



Setup your access and other accounts



Choose your grid sets from symbols, text, apps and more



Start talking!

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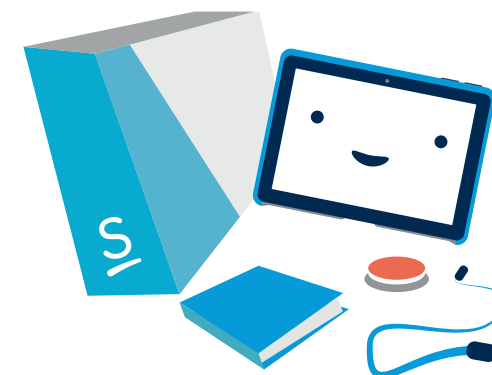
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Tip: There is lots of space throughout this guide to note down things specific to your communication aid and setup!

Introducing your device



Communication aid

Your communication aid is a computer that has been designed help you speak.

Connect your access method to your communication aid or use the touch screen.

Your communication aid runs Windows like many other computers!



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.

You can even build your own grid sets with Grid's edit mode

Start of the day checklist

1



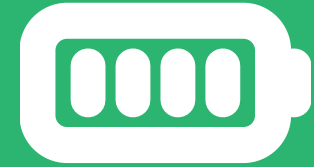
Turn the device on

2



Open Grid and select your user

3



Check battery level

4

Hello!

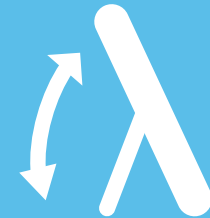
Check your access method with a test sentence. Is the volume correct?

5



Is the access method working as expected?

6



Mount your communication aid or position it comfortably

7

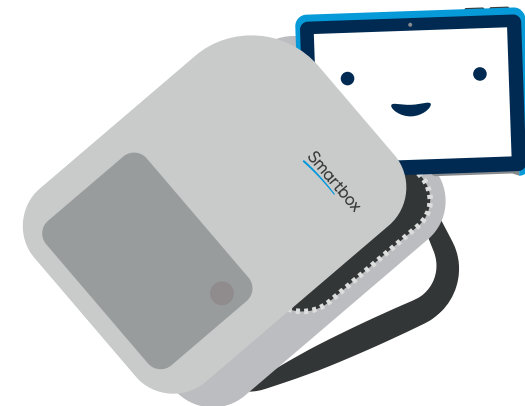


Are you using eye gaze?
Do you need to do a calibration?

8



Is the screen bright enough?



End of the day checklist

1



Do you need to back up or save work from the day?

2



Is now a good time to apply updates?

3



Power down device

4



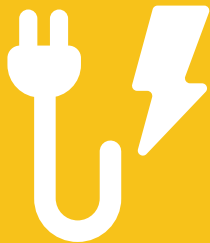
Does the device need to be cleaned?

5

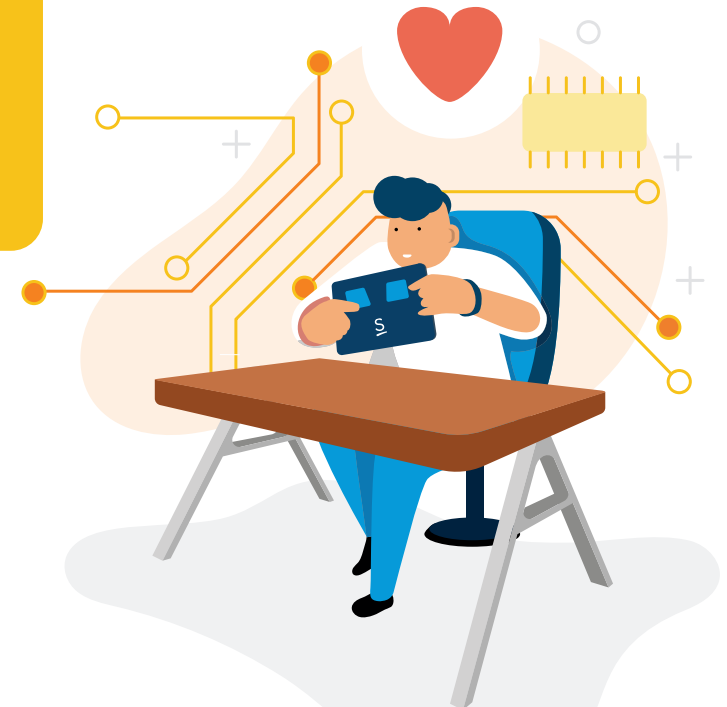


Pack into case or bag if travelling, check all parts travel with device

6



Place on charge once at home



Start up

Turn on your device with the power button. A short press will start or wake the device.

Press the button once and let the device start up.

Pressing repeatedly can cause the device to turn itself off again.

Your device may take 30 seconds to a minute to start up. If you have set Grid to start automatically it may take a little longer.

Opening Grid

You can start Grid by tapping the icon on your desktop or by opening **Start - Smartbox** and selecting Grid.



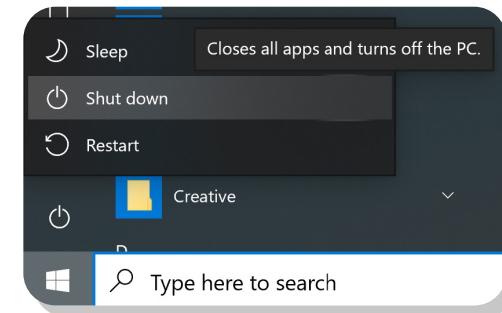
Shut down

We recommend that you shut your communication aid down completely. This helps ensure the device has time to do an automatic updates and start fresh when you next need to use it.

To shut down your communication aid select

Start - Power - Shut down

The device will then close all the apps that are open and install any automatic updates.

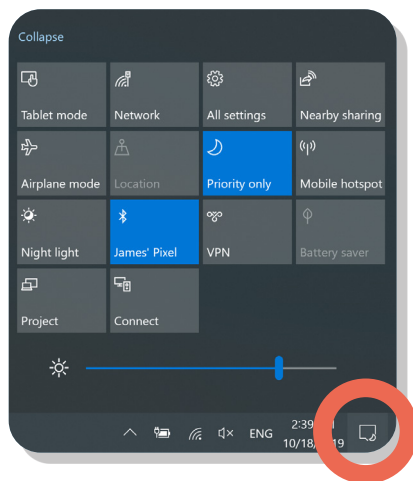


Tip: Some grid sets also let you shut down your device directly.

Where can I find settings for...

	Windows	Grid
Access	-	Settings - Access
Internet and wi-fi	Taskbar	-
Bluetooth	Taskbar and Settings	-
Brightness	Taskbar	-
Volume	Taskbar and Settings	Settings - Speech
Speech	-	Settings - Speech
Accounts	-	Settings - Accounts

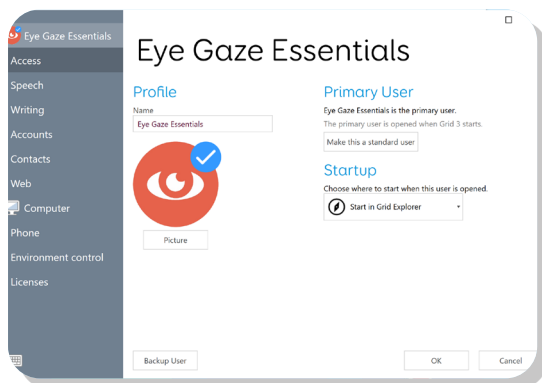
Windows settings are found in the bottom right of the Taskbar.



Settings in Grid are found under the menu.



Grid settings



User

Here you can change your profile name, picture and your start up options.

Access

Here you can configure your access methods. You can adjust a lot of things here, see your device manual for more detailed information.

Speech

Adjust all your voice and speech options here, as well as the audio feedback you receive while typing.

Writing

These options control what happens while typing and Chat history.

Accounts

Manage the Smartbox, Dropbox and email accounts connected to your user.

Contacts

Add and manage contacts for your phone and email grid sets.

Web

Manage your favourites and filter options.

Phone

Connect a smartphone to Grid to make and receive calls and text messages.

Computer

Control how the menu bar shows, and select webcams and printers for Grid.

Environment control

Setup environment control devices like plugs and remotes.

Licences

Check what licences are active in Grid.

Getting the most of your battery

Battery life is one of the key concerns for all communication aids. Depending on your device and access method, this will vary greatly, but regardless, your device will need charging at some point during the day.

Your device will have been supplied with a charging lead.

General charging advice



- Charge your device every night
- Don't worry about overcharging your device
- Plug your device in if you are able to
- Do you use any accessories? These may need charging too!

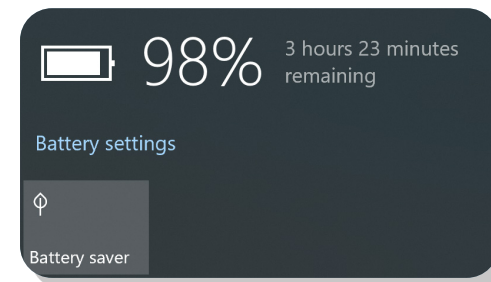
Tip: There are lots of extra charging tools available including power adapters for wheelchairs and additional battery packs.

What can affect your battery life

- Screen brightness
- Wi-fi and Bluetooth
- The number of apps open
- Connected access methods
- Watching video, playing games or listening to music
- Volume
- Power settings

Checking your battery level

You can see your remaining battery on the Windows Taskbar. Some grid sets also show your remaining battery.



Adjusting brightness

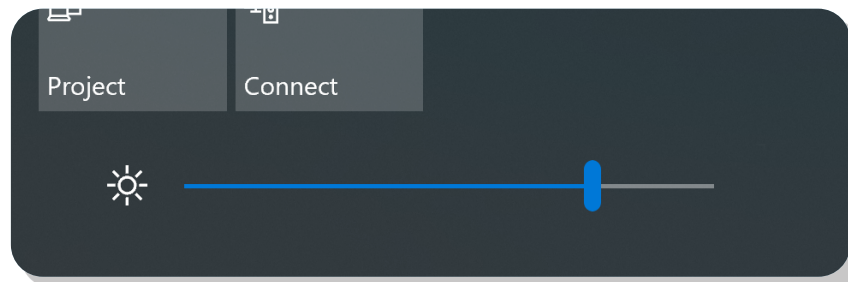
The brightness of your communication aid's screen can affect battery life. The brighter the screen, the more battery it will use.

We recommend adjusting the screen's brightness to be visible in the room your communication aid is situated.

A bright screen can also cause eye strain over time.

When outside you may need to raise the brightness to help with visibility.

You can change brightness in some grid sets. You can also find Brightness settings under the notifications area in Windows.

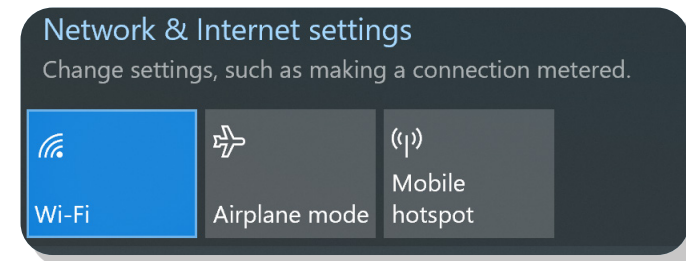


Connectivity

Turn wi-fi on and off

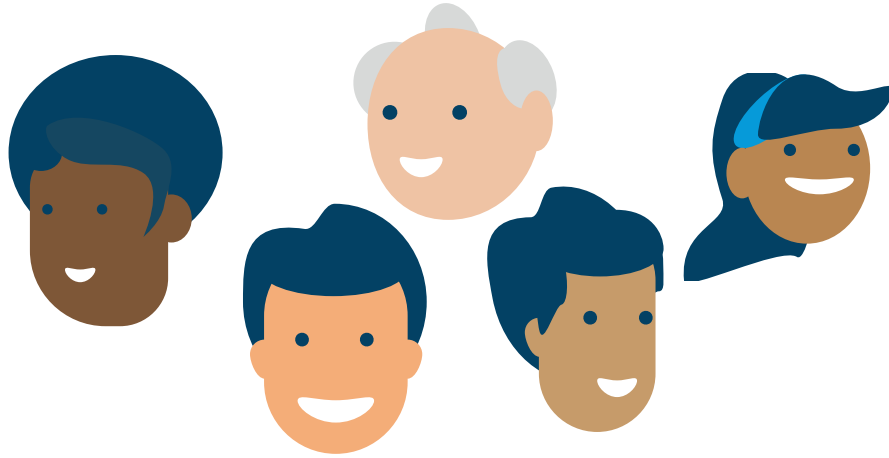
You can turn the device's wi-fi on and off in the Windows Taskbar or Settings. Note you will not be able to use the internet with wi-fi off!

Tip: You can also turn on airplane mode from the Windows Taskbar. This will shut down all connectivity at once. Note this will turn off Bluetooth which may be connected to a speaker or access method.



Your voice and volume

Grid has over 50 voices in 30 languages so you can find a voice to suit you.

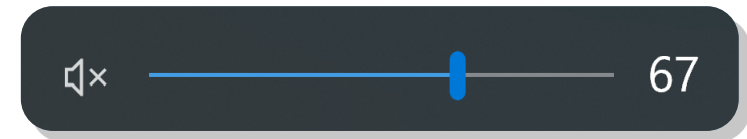


All your voice options are under **Settings - Speech** in Grid. You can even adjust the pitch and speed of every voice.

You can find many audio and volume settings in the **Speech** section. You can also adjust volume inside your grid sets on the Settings, Options or Tools grids.

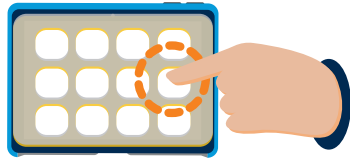
Volume in Windows

You can find your audio settings in the Taskbar. One tap on the Volume icon will bring up volume, a long press or right click on the icon will bring up further options where you can adjust where audio comes from and how audio is balanced between applications.



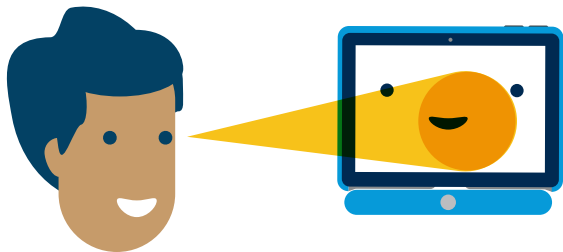
Changing access settings

If you need to change or adjust how Grid is accessed on your communication aid, you can do this on the Grid **Settings** screen under **Access**.



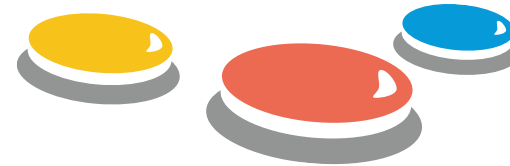
Touch access

Directly interact with Grid via the touch screen of your communication aid. You may also use a keyguard to ensure the correct cells are activated. Use the settings to adjust how Grid responds to your touch.



Eye gaze

Grid supports a number of popular eye tracking devices. Select your camera and adjust the settings to meet your needs. You'll also want to calibrate your camera if it is the first time connecting it.



Switch access

Connect switches via 3.5mm switch ports, USB ports or even wirelessly. Grid can be configured to scan your grid sets in many ways, and you can connect multiple switches.



Pointer access

Pointer access covers a wide range of devices, from track balls to head-trackers, all of which control a mouse pointer on the screen. Use Grid's settings to adjust how you interact and click on the screen.

Tip: Grid can also be controlled with your voice, allowing you to control devices around your home. Configure and say "Hey, Grid 3!"

Mounting a device safely

When you are positioning and mounting a communication aid, it is important to take your time, and ensure you securely fix the device into place.

Many devices have a kickstand, this can be used to position the device on a flat surface like a desk or table.



Try to avoid uneven surfaces or balancing your device on other items.

When you are mounting a device to a desk, floor or wheelchair mount there are additional safety issues.

Tip: When using a mount, always refer to the instructions supplied to ensure you are fixing it correctly!

Make sure you have the correct mounting plate attached to your device. Refer back to its manual to check what is available. We normally support Daessy and Rehadapt mounting with either a dual plate, or a swappable plate.

Ensure that you can securely support the device when attaching it to the mount, some devices are heavy! Ask for help if you are not sure.

It is best to attach the device to its mount before you place it in front of the user.

Cleaning your device

Keeping your device clean is important, particularly if it is being shared among multiple users or used in a school or hospital.

You can wipe the screen with a damp cloth or antibacterial wipe. Tough grime can be dislodged with an old toothbrush or similar.

To clean the ports, you can use a toothbrush in combination with a vacuum cleaner to remove any dirt. Do not make the ports wet.

Be careful using a vacuum cleaner around any vents on your device, this can damage the internals.

Do not pour water on or submerge your communication aid!



Storing your device

Before you pack your device away, make sure it has fully shut down.

Remove any accessories or access devices that are protruding from your communication aid to prevent damage to the ports. Eye gaze cameras can usually be left in place.

Do not place hard objects in direct contact with the screen when storing.

We recommend packing your device into a box or bag that will adequately protect it.

Do not pile things on top of your device when stored!

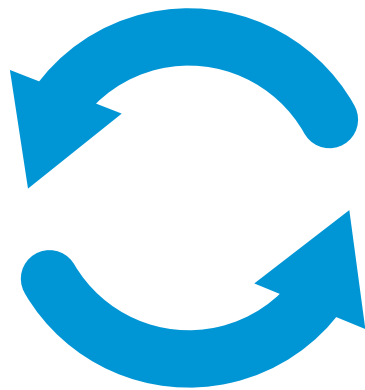
Tip: Watch out for your ports! Damage to USB and charging ports is the most common reasons devices come back for repair.

Updating your device

New features and updates are available for your device regularly.

When you update your device and software, not only do you receive the latest features, you also receive important security fixes. We always recommend you keep your device up to date.

The most important things to keep up to date are Grid and Windows.



Grid

When your device is connected to the internet, Grid will look for any updates when it starts up. If an update is available, you will see this notification in the top right of Grid. Tap the icon to start the update.



How to use Smartbox Update

You can manually check for updates using Smartbox Update. You will find the Smartbox Update program in the Start menu. If you open this, you can update all the Smartbox software you have installed including Grid, Look to Learn and Look to Read.



Tip: You sometimes will need to close some background processes before Smartbox update will finish. Search for Task Manager, and use it to close anything specified.

Looking after your files

Your communication aid is full of information that you create, from Grid sets you might personalise, to documents and photos. Everything you store on the device takes up space on its hard drive.

After a while you might want to make sure you still need these files. Consider backing up files you want to keep for long term and deleting the files you no longer need.

Videos and music can take up a lot of space. If you are going to store a large collection, you could consider an external USB drive to keep these safe without filling up the space on your communication aid.

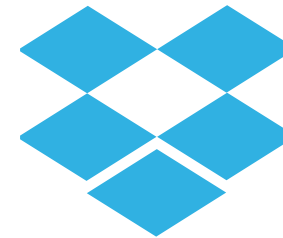


Dropbox

By creating a Smartbox Account and linking it to Dropbox, your grid sets and banked messages will be backed up automatically whenever you are connected to the internet.

What information gets backed up?

- Grid sets
- Message banked files
- Your Grid explorer layout



Dropbox also enables Remote editing. This means you can access your grid explorer on another device and make changes. Once complete, these will be synced and sent to your communication aid.

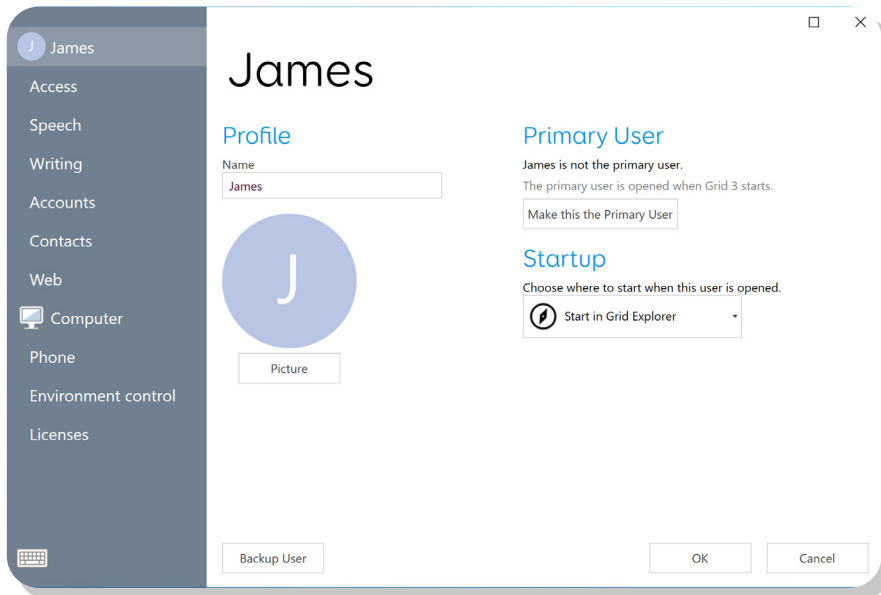
Tip: If you are looking for your files, Grid stores these in:

C:/Users/Public/Public Documents/Smartbox

Backup your Grid user

You can take a complete copy of your Grid user (or users!) 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?

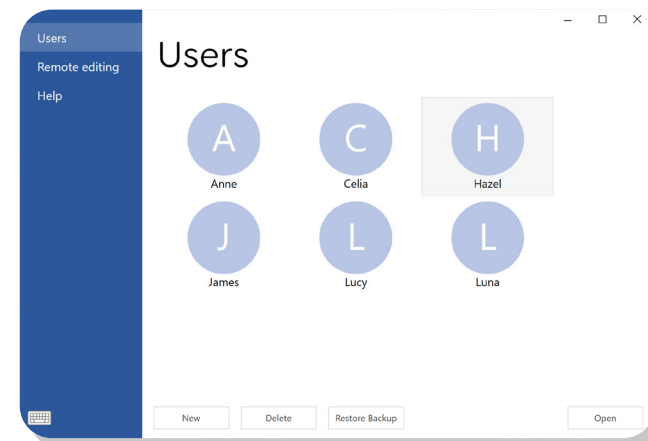
- Settings
- Grid sets

- 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**.



Quick checks

Here are some quick checks that you can do to solve common issues.

Update your software

Making sure Grid and Windows are both up to date will often resolve many issues.

My device is running slowly

1. Does Grid show the power plan warning? If so tap this to set your power plan to standard.
2. Is the device running in tablet mode? Check in your Windows taskbar, tablet mode is very slow!

I can't hear sound or my voice!

1. Try adjusting volume with the buttons on the side of the device.
2. Is a voice selected in Grid? Go to **Settings - Speech** to check your voice.
3. Check the volume in Windows volume mixer. This is in the taskbar.

My grid set has stopped working

1. Do you have the latest version of the grid set? Check on the **Add grid set** window to see if there is a newer version.
2. Check ThinkSmartbox.com for any updates about your grid. We often post about new updates.
3. Speak to our support! They will know of many common grid set issues

My access method isn't working

1. Is it plugged in correctly? Check all connections on your device.
2. If it is an eye gaze camera, are lights displaying on the camera? Check connections and restart your device.
3. Do you need to do a new calibration? Hop in to **Settings - Access - Eye gaze** to do a new one.
4. Does the access method need an update? Check the manufacturers page for any driver updates.

Staying safe

Here are some tips to help keep your information safe:

- Use different passwords for every account and try to make them safe by including numbers, special characters and capital letters.
- Do not leave your device switched on when not in use.
- Be aware of who can see your screen when logging into a website or service.
- Try to check links before you click on them in emails.
- Watch out for downloads and attachments that you weren't expecting!
- Keep your device up to date!

Virus protection

Windows based communication aids like the Grid Pad have **Windows Defender** installed by default to protect you from viruses and malware. This is enabled by default and is updated alongside Windows.

We do not recommend using other anti-virus packages as these can interfere with Grid.



Frozen device

There maybe a situation where your device gets completely frozen. These are now very rare but its good to know what to do if you ever encounter this.



Locate the power button on the device.

Press and hold the power button for about 10-30 seconds.

The device will force a shut down.

Wait for 10-20 seconds.

Press the power button once to restart your device.

Grid crashes

Sometimes the unexpected occurs and Grid crashes. In most cases you'll be able to restart Grid by double tapping the icon on your desktop.

You should also see a **Snag** window. This means that you can submit logs to our support and development teams. These help us identify problems and resolve software issues. If you want to submit the log, fill in your details, any notes and select **Submit a log**.

A screenshot of a 'Snag' window titled 'Grid 3 has hit a snag'. The window has a red header bar and a white body. It contains a form with the following fields: 'Your name' (text input), 'Your gmail address' (text input with 'you@example.com' pre-filled), and 'Additional information' (text area with the instruction 'List the last few actions attempted before this error occurred.'). Below the form is a link 'View attached diagnostic information' with a magnifying glass icon. At the bottom right is a 'Submit a log' button. The window also has standard window control buttons (minimize, maximize, close) in the top right corner.



Our support team are here to help with your device and Smartbox software.

You can reach our UK team weekdays on **01684 578868**

You can email us at:
support@thinksmartbox.com

Care guide (Version 1.0)
English (UK)

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